

Shorthand Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Shorthand

Report Date: Feb 01, 2023

Product Description: Cloud-based multimedia editor

Contact Information: help@shorthand.com

Notes:

Evaluation Methods Used:

Review performed on the live shorthand site.

Tools used:

- color contrast analysers
- Axe: the accessibility engine
- Voiceover with Mac

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><u>1.1.1 Non-text Content</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Partially supports</p>	<p>Web, Electronic Docs:</p> <p>Images have appropriate alt text. Aria-labels are used to provide labels for objects</p> <p>Authoring Tool: Editor enables user to add custom alt text to their images. Template media currently do not have default alt text Scrollpoints currently does not support caption input</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Partially supports</p>	<p>Web, Electronic Docs, Authoring Tool: Support doc videos have transcript available</p> <p>Authoring tool: Partial support for adding transcripts through pre-recorded YouTube media</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Partially supports</p>	<p>Web, Electronic Docs, Authoring Tool: Closed captions are provided for video content</p> <p>Authoring tool: Partial support for adding captions through pre-recorded YouTube media</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring Tool: Text descriptions are provided for visual components in a video</p> <p>Authoring tool: Supports ability to add link to non-text content next to time based media</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.1 Info and Relationships</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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring Tool: Aria roles and regions used to identify regions and relationships</p> <p>Authoring tool: Supports ability to semantically structure the web content</p>
<p><u>1.3.2 Meaningful Sequence</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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs: DOM order matches the visual order Positioning of content is based on the structural markup</p> <p>Authoring Tool: Supports the ability to structure elements such as nav groups, links and headings in a meaningful sequence</p>
<p><u>1.3.3 Sensory Characteristics</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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: References to any elements that mention shape, size or position of any object also includes additional information that allows the item to be located without knowledge of the shape, size or position</p>
<p><u>1.4.1 Use of Color</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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: Information conveyed by colour is also available in text</p>
<p><u>1.4.2 Audio Control</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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: Sounds are played only on users request</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.1 Keyboard</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs: Keyboard controlled ensured for all functionality</p> <p>Authoring tool: Menus, nav links and controls are able to be controlled via keyboard</p>
<p><u>2.1.2 No Keyboard Trap</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Partially supports</p>	<p>Web, Electronic Docs, Authoring tool::</p> <p>Elements that trap focus can have their focus removed using only a keyboard</p> <p>Authoring tool: Some text styling, modifying colour of selected text not achievable using keyboard only</p>
<p><u>2.2.1 Timing Adjustable</u> (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: N/A</p> <p>Electronic Docs: N/A</p> <p>Authoring Tool: N/A</p>	<p>There are no reading or session time limits</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: Moving, blinking scrolling content is avoided</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: Content does not blink more than 3 seconds</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A) 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: Partially Supports</p> <p>Electronic Docs: Partially supports</p> <p>Authoring Tool: Partially supports</p>	<p>Web, Electronic Docs, Authoring tool: Aria landmarks are used to identify regions on a page Not every page has a skip link</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.2 Page Titled</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: Web pages have descriptive titles</p>
<p><u>2.4.3 Focus Order</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: Tab order is logical and follows sequences and relationships within</p>
<p><u>2.4.4 Link Purpose (In Context)</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: Link text purposely describes the link, aria labels and aria-labelledby used for link purposes</p>
<p><u>3.1.1 Language of Page</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: Default language can be identified by the lang attribute on the html element</p>
<p><u>3.2.1 On Focus</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: When any user interface component receives focus, it does not initiate a change of context</p>
<p><u>3.2.2 On Input</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behaviour before using the component.</p>
<p><u>3.3.1 Error Identification</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: Input errors, submission errors are described to the user in text</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.2 Labels or Instructions (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool:</p> <p>Clear labels and instructions are provided where content requires user input.</p>
<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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool:</p> <p>Id attributes used on web pages are unique, elements do not contain duplicate attributes.</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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Partially supports</p>	<p>Web, Electronic Docs</p> <p>Aria labels used to provide an invisible label where a visible label cannot be used.</p> <p>HTML form controls and links have names.</p> <p>Authoring tool: Few places where div's li's don't have a role</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA) 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: N/A</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: N/A</p>	<p>Electronic Docs: Webinar support videos have live captions</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) 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: N/A</p> <p>Electronic Docs: Does not support</p> <p>Authoring Tool: Partially support</p>	<p>Electronic Docs: Many videos do not have supporting audio description tracks</p>
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA) 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: Partially Supports</p> <p>Electronic Docs: Partially supports</p> <p>Authoring Tool: Partially supports</p>	<p>Web, Electronic Docs, Authoring tool: A few elements do not meet minimum contrast requirements such as placeholder text and some navigational elements</p>
<p><u>1.4.4 Resize text</u> (Level AA) 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: Partially Supports</p> <p>Electronic Docs: Partially supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs: Most of the information on the page is still displayed when the page is zoomed in at 200% with some content loss</p> <p>Authoring Tool: Supports the resizing of text using the font resize tool</p>
<p><u>1.4.5 Images of Text</u> (Level AA) 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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: Text is used to convey information rather than images of text. Where icons are used text alternatives are provided</p>
<p><u>2.4.5 Multiple Ways</u> (Level AA) 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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: Clear and consistent navigation menu's are provided</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.6 Headings and Labels</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool:</p> <p>Descriptive headings are used to identify each section of content. Descriptive labels are used for interactive elements and fields</p>
<p><u>2.4.7 Focus Visible</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool:</p> <p>User interface components are outlined when they receive focus with the keyboard</p>
<p><u>3.1.2 Language of Parts</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool:</p> <p>The use of the lang attribute to define any changed in the language</p>
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool:</p> <p>Navigational components are always in the same relative order</p>
<p><u>3.2.4 Consistent Identification</u> (Level AA)</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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool:</p> <p>Fields and components such as search inputs have consistent labels and names</p>
<p><u>3.3.3 Error Suggestion</u> (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool:</p> <p>Text descriptions are used to identify required input fields not completed</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.4 Error Prevention (Legal, Financial, Data) (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: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool:</p> <p>Aria labels are used to provide an invisible label where a visible label cannot be used</p> <p>HTML form controls and links have names</p>

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.6 Sign Language (Prerecorded) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Not evaluated	Web:
<p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Not evaluated	Web:
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Not evaluated	Web:
<p>1.2.9 Audio-only (Live) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Not evaluated	Web:
<p>1.4.6 Contrast (Enhanced) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Not evaluated	Web:
<p>1.4.7 Low or No Background Audio (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Not evaluated	Web:
<p>1.4.8 Visual Presentation (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Not evaluated	Web:
<p>1.4.9 Images of Text (No Exception) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Not evaluated	Web:
<p>2.1.3 Keyboard (No Exception) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Not evaluated	Web:
<p>2.2.3 No Timing (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Not evaluated	Web:
<p>2.2.4 Interruptions (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Not evaluated	Web:
<p>2.2.5 Re-authenticating (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Not evaluated	Web:

Criteria	Conformance Level	Remarks and Explanations
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Not evaluated	Web:
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Not evaluated	Web:
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Not evaluated	Web:
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Not evaluated	Web:
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Not evaluated	Web:
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Not evaluated	Web:
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Not evaluated	Web:
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Not evaluated	Web:
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Not evaluated	Web:
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Not evaluated	Web:
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Not evaluated	Web:

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Notes:

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

Notes:

Section removed. Not applicable. The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.

Chapter 4: [Hardware](#)

Notes:

Section removed. Not applicable. Shorthand is a web application, not a hardware product.

Chapter 5: [Software](#)

Notes:

Section removed. Not applicable. Shorthand is a web application, not a software product.

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	Supports	The help documentation for the website does list and explain accessibility and compatibility features of the product.
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	N/A	All necessary documentation is provided electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	Help docs contain information on the accessibility and compatibility features required by 602.2
603.3 Accommodation of Communication Needs	Supports	Technical support may be provided over email and telephone

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.