Salesforce Accessibility Conformance Report

VPAT® (Voluntary Product Accessibility Template®) version 2.4

Name of Product/Version:	**Program Management Module (Desktop)** **Winter '22**
Report Date:	**November 2021**
Product Description:	Program Management Module provides a standard framework for nonprofits to organize and manage their program data in Salesforce regardless of volume or complexity.
Contact information:	accessibility@salesforce.com
Notes:	The scope of this ACR includes features of the **Salesforce Program Management Module (Desktop).** The scope comprises Program Management Homepage, Programs, Services, and the following components: Bulk Service Deliveries, Service Schedules, Recent Sessions and Track Attendance. Program Management Module features enable service providers to track programs, services, attendance and the participants in their programs. For more information, please reach out to accessibility@salesforce.com or visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility
Evaluation Methods Used:	Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies. The following operating system, browsers, toolsets, and screen readers are used for evaluation: Windows 10 and Mac, JAWS/Chrome, VO/Chrome, manual accessibility testing, and keyboard testing with visual focus.

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)
Web Content Accessibility Guidelines 2.1	Level A (**Yes**) Level AA (**Yes**) Level AAA (No)
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	**Yes**
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	**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.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.
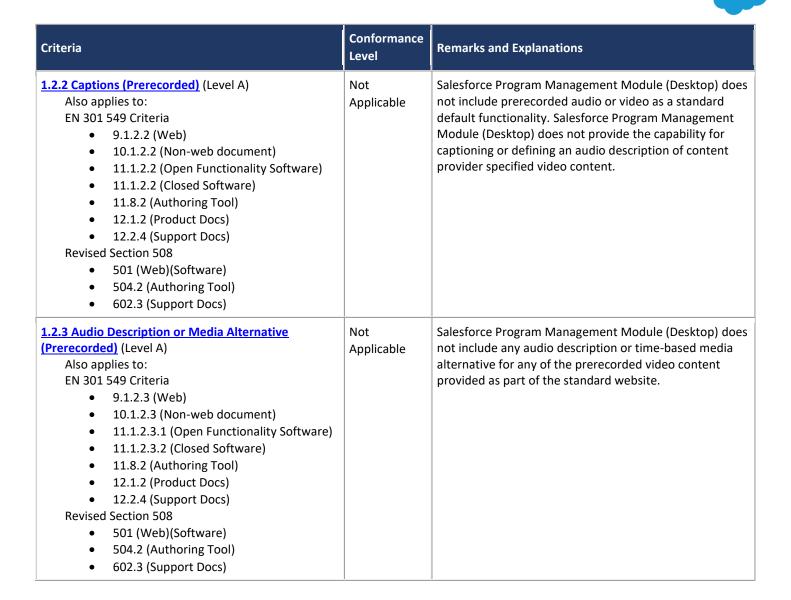
Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.
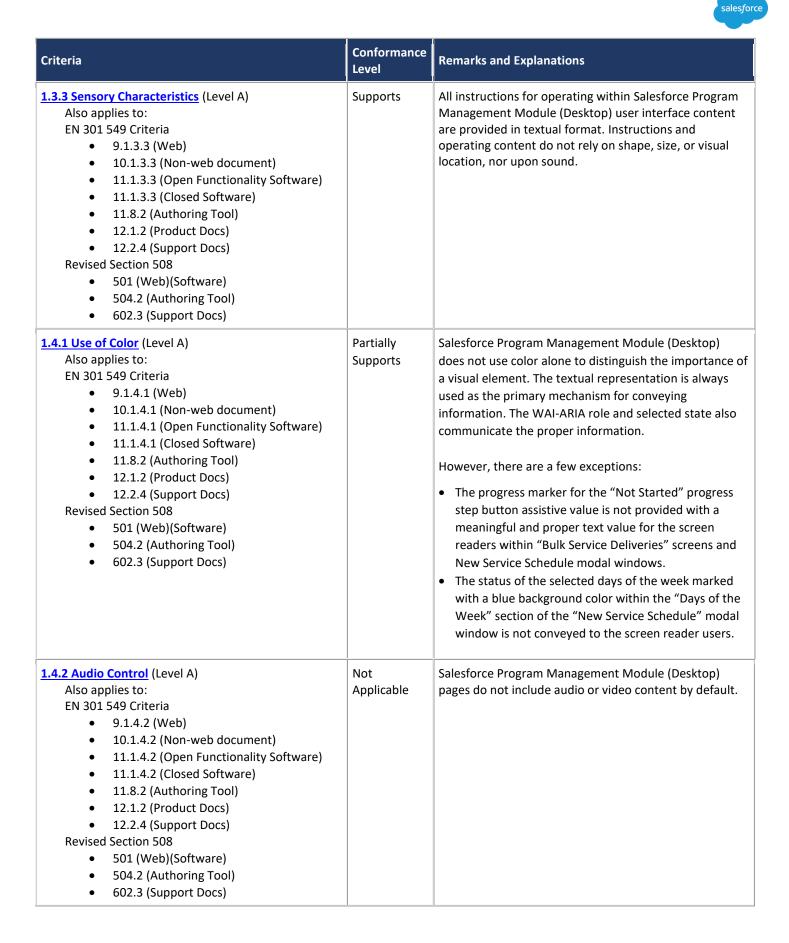
Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The default images provided within the standard Salesforce Program Management Module (Desktop) core features have a meaningful alternative (alt) text description. Non-relevant or decorative images have null alt attributes or are inserted as background image. Note: Salesforce Program Management Module (Desktop) allows content providers to upload images. Salesforce Program Management Module (Desktop) is not responsible for any images uploaded or modified by the content providers. They may or may not contain alternative information for the images.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Program Management Module (Desktop) does not include any prerecorded audio-only or video-only as a standard default functionality.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Program Management Module (Desktop) does not include prerecorded audio or video as a standard default functionality. Salesforce Program Management Module (Desktop) does not provide the capability for captioning or defining an audio description of content provider specified video content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Program Management Module (Desktop) does not include any audio description or time-based media alternative for any of the prerecorded video content provided as part of the standard website.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Salesforce Program Management Module (Desktop) user interface contains semantic markup (headings, lists, etc.) to designate headings and emphasized text. Headings and WAI-ARIA landmarks, identity, role, operation, and state are used to help convey the presentation to assistive technologies. A descriptive text is used to indicate the various types of content and controls, and the relationships between them. The data tables with column and/or row headers are properly identified. However, there are a few exceptions: - The last column table headers are not provided with the header text for the assistive technology users within some "Program Management Module" pages and modal window data tables. - The data grid cells contain duplicate ARIA attributes to define the cell relationship and information within various "Program Management Module" data table pages. The required ARIA parent role is not present, such as row for the grid cells. - Hidden accessibility button for screen reader users does not have any meaningful function within "Program Management Module" Home page. - The completed tasks within the "Tasks" section available on the "Program Management Module" Homepage are not announced properly by the screen reader. - The Progress Indicator step button for the Review Service Schedule screen has incorrect title and assistive text value assigned. - The heading structure within some of the Salesforce Program Management Module (Desktop) pages is not logically properly hierarchal nested and structured.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Salesforce Program Management Module (Desktop) is developed in a meaningful and correct reading sequence that can be programmatically determined. As an example, inputs and labels are contained within the same division element and listed in a meaningful sequence.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All instructions for operating within Salesforce Program Management Module (Desktop) user interface content are provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Salesforce Program Management Module (Desktop) does not use color alone to distinguish the importance of a visual element. The textual representation is always used as the primary mechanism for conveying information. The WAI-ARIA role and selected state also communicate the proper information. However, there are a few exceptions: • The progress marker for the "Not Started" progress step button assistive value is not provided with a meaningful and proper text value for the screen readers within "Bulk Service Deliveries" screens and New Service Schedule modal windows. • The status of the selected days of the week marked with a blue background color within the "Days of the Week" section of the "New Service Schedule" modal window is not conveyed to the screen reader users.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Program Management Module (Desktop) pages do not include audio or video content by default.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Salesforce Program Management Module (Desktop) supports standard keyboard navigation and input functions (pressing [Tab] to move between input fields, pressing the arrow keys to move between list items, and pressing [Space] or [Enter] to make selections). However, there is an exception: • The sorting icons available within the "Services Delivered" grid table column headers are not reachable with the keyboard on Program Management Module Homepage.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Program Management Module (Desktop) core features support standard keyboard navigation and ensure that keyboard users cannot be trapped in a subset of content. The keyboard focus is not locked or trapped at any page element.

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Salesforce Program Management Module (Desktop) provides some keyboard shortcuts for the standard controls and content. The users are not allowed to turn off or reconfigure shortcuts that consist of only character keys.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Program Management Module (Desktop) provides session time alert response and provides options to select an additional time for continuing the login session. Besides this capability, there are no other features or functionalities that require any time limits.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Program Management Module (Desktop) does not include moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Salesforce Program Management Module (Desktop) core interface does not contain any type of flashes or flashing objects.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Salesforce Program Management Module (Desktop) contains "Skip navigation" and "Skip to main content" links at the top of every page to bypass the top header and navigation, respectively. The pages contain marked headings and WAI-ARIA landmarks to help users rapidly navigate to the desired content.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Program Management Module (Desktop) contains meaningful and relevant page titles that indicate the topic or purpose of each page.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Salesforce Program Management Module (Desktop) user interface and controls are navigated sequentially by tabbing through the various inputs and labels. The user controls receive keyboard focus in the same tab order in which they are presented visually. Salesforce Program Management Module (Desktop) uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page. However, there are a few exceptions: • The keyboard focus order is not correctly provided for some modal windows and screens, for the rich text editor menu buttons, for "Error" dialog panels, and "My Tasks" section of some "Program Management Module" pages. • When the "New Program Engagement" modal window is closed using cancel/save button, the focus does not return from the modal window to the "Program Engagement" input text box from which it was triggered.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Link elements within Salesforce Program Management Module (Desktop) provide a purpose both through the link text itself and the title attribute, even when reading out of context.

Criteria	Conformance Level	Remarks and Explanations

2.5.1 Pointer Gestures (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 9.2.5.1 (Web)
    • 10.2.5.1 (Non-web document)
    • 11.2.5.1 (Open Functionality Software)
    • 11.2.5.1 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	Salesforce Program Management Module (Desktop) can be operated with a single pointer, without multipoint or path-based gestures for an operation.

2.5.2 Pointer Cancellation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 9.2.5.2 (Web)
    • 10.2.5.2 (Non-web document)
    • 11.2.5.2 (Open Functionality Software)
    • 11.2.5.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	Salesforce Program Management Module (Desktop) does not have any functionality that can be operated or executed using a single pointer cancellation.

2.5.3 Label in Name (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 9.2.5.3 (Web)
    • 10.2.5.3 (Non-web document)
    • 11.2.5.3.1 (Open Functionality Software)
    • 11.2.5.3.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	Salesforce Program Management Module (Desktop) user interface has labels that include text or images of text that are visually presented with the name of the text.

2.5.4 Motion Actuation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 9.2.5.4 (Web)
    • 10.2.5.4 (Non-web document)
    • 11.2.5.4 (Open Functionality Software)
    • 11.2.5.4 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Not Applicable	Salesforce Program Management Module (Desktop) does not contain functionality that can only be operated via device or user motion.

Criteria	Conformance Level	Remarks and Explanations

3.1.1 Language of Page (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.1.1 (Web)
   • 10.3.1.1 (Non-web document)
   • 11.3.1.1.1 (Open Functionality Software)
   • 11.3.1.1.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	The default language of the page is specified or set on the HTML tag for most of the pages in the Salesforce Program Management Module (Desktop) pages.

3.2.1 On Focus (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.2.1 (Web)
   • 10.3.2.1 (Non-web document)
   • 11.3.2.1 (Open Functionality Software)
   • 11.3.2.1 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	There is no context change within the Salesforce Program Management Module (Desktop) user interface when a component receives focus.

3.2.2 On Input (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.2.2 (Web)
   • 10.3.2.2 (Non-web document)
   • 11.3.2.2 (Open Functionality Software)
   • 11.3.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Partially Supports	Changing the setting of core components and features in the Salesforce Program Management Module (Desktop) user interface does not initiate any change of context.
		
		However, there is an exception:
		
		• After selecting certain program engagement and respective service associated with it within Bulk Service Deliveries page, the content on the screen suddenly changes, and the screen readers user is not notified in any way of this change.

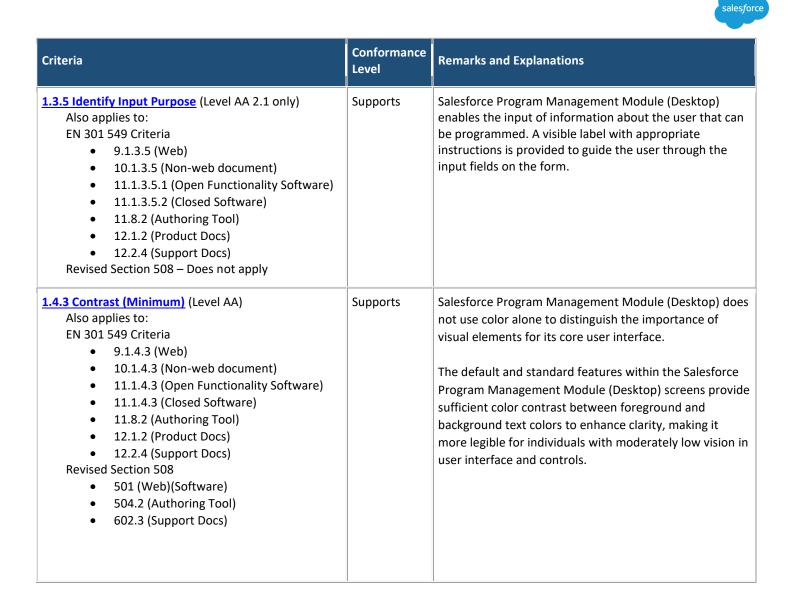| Criteria	Conformance Level	Remarks and Explanations

3.3.1 Error Identification (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.3.1 (Web)
   • 10.3.3.1 (Non-web document)
   • 11.3.3.1.1 (Open Functionality Software)
   • 11.3.3.1.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Partially Supports	Users are visually notified when an input error is detected within the Salesforce Program Management Module (Desktop) data entry forms if a required field has not been completed.
		
		Proper error information is provided for the visual users in the form of visual text on the field level input elements, to enable the users to identify which fields were omitted and must be completed.
		
		However, there are a few exceptions:
		
		• The error message for the required "Service" field within the "Bulk Service Deliveries" page that needs to be completed is not descriptive and is not announced by the assistive technology. Required fields are not identified in any way for sighted or for visually impaired users.
		• The error alert notification is not announced by the screen reader within the "New Service Schedule" modal window.
		• There is no general error alert message displayed on the top of the page to notify the user that the required fields must be completed within "Default Service Delivery Values" screen.

3.3.2 Labels or Instructions (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.3.2 (Web)
   • 10.3.3.2 (Non-web document)
   • 11.3.3.2 (Open Functionality Software)
   • 11.3.3.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	The electronic form controls, including input fields and buttons in the Salesforce Program Management Module (Desktop) core features, can be operated and accessed by using assistive technology. The form label elements within the Salesforce Program Management Module (Desktop) core features are properly associated and placed in line with the form fields.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Program Management Module (Desktop) provides semantically correct markup for all interface elements. The HTML elements used within core features have complete start and end tags. All the HTML elements are properly nested, and markups used are programmatically generated to prevent parsing errors. The element's IDs are identified uniquely.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The name, role, and value used in Salesforce Program Management Module (Desktop) user interface elements are available to assistive technologies via HTML or WAI-ARIA to describe the identity, operation, and state. All buttons are standard HTML form inputs. However, there are a few exceptions: • Progress indicator step list items are coded as buttons and announced by the screen reader as buttons within "Default Service Delivery Values" screen and New Service Schedule modal windows. • The first Progress indicator step does not have meaningful assistive text, within the "New Service Schedule" landing modal window. • The "Clear" buttons in the "Selected Contacts" data table window do not have any assistive value for the screen readers within the "Contact Selection" screen, "Review Service Sessions" and "Add Service Participants" modal windows.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Salesforce Program Management Module (Desktop) does not include any live audio and video content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Salesforce Program Management Module (Desktop) does not contain any audio description (prerecorded).
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Salesforce Program Management Module (Desktop) does not restrict view and operation to a single display orientation.

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Salesforce Program Management Module (Desktop) enables the input of information about the user that can be programmed. A visible label with appropriate instructions is provided to guide the user through the input fields on the form.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Program Management Module (Desktop) does not use color alone to distinguish the importance of visual elements for its core user interface. The default and standard features within the Salesforce Program Management Module (Desktop) screens provide sufficient color contrast between foreground and background text colors to enhance clarity, making it more legible for individuals with moderately low vision in user interface and controls.

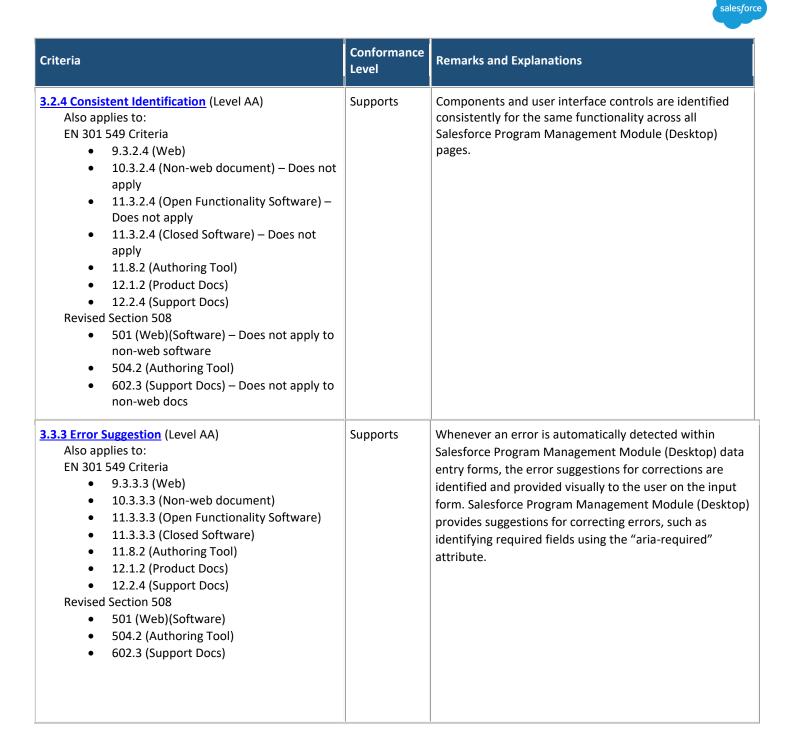| Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The text and images within the Salesforce Program Management Module (Desktop) user interface can be resized with the browser zoom feature.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Program Management Module (Desktop) user interface does not contain images in lieu of text. All text content within is included as pure text.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The text and images within the Salesforce Program Management Module (Desktop) user interface can be resized with the browser zoom feature.

Criteria	Conformance Level	Remarks and Explanations

1.4.11 Non-text Contrast (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.11 (Web)
   • 10.1.4.11 (Non-web document)
   • 11.1.4.11 (Open Functionality Software)
   • 11.1.4.11 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Partially Supports	Salesforce Program Management Module (Desktop) components and user controls mostly support and are distinguishable by individuals with moderately low vision, with an accepted contrast ratio.
		
		However, there is an exception:
		
		• The visual presentation for some of the custom form elements borders and focus indicator (text inputs, select dropdowns, buttons, custom menus) and navigation icons within the Salesforce Program Management Module pages does not meet the contrast ratio of at least 3:1 against adjacent color(s).

1.4.12 Text Spacing (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.12 (Web)
   • 10.1.4.12 (Non-web document)
   • 11.1.4.12 (Open Functionality Software)
   • 11.1.4.12 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	Salesforce Program Management Module (Desktop) core user interface is implemented with proper use of CSS markup language that supports the different text style properties and ensures no loss of content or functionality when there is any change in settings or style properties such as line height and spacing.

1.4.13 Content on Hover or Focus (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.13 (Web)
   • 10.1.4.13 (Non-web document)
   • 11.1.4.13 (Open Functionality Software)
   • 11.1.4.13 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Partially Supports	Salesforce Program Management Module (Desktop) user interface works in coordination with keyboard focus or pointer hover.
		
		However, there is an exception:
		
		• The tooltip provided across some of the "Salesforce Program Management Module" pages does not allow the mouse pointer to be moved over the tooltip content without the additional content disappearing.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Salesforce Program Management Module (Desktop) user interface and interaction are straightforward. It contains a landing home page and contextual top navigation, from which the user can launch or navigate to different sections or pages, as desired.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Salesforce Program Management Module (Desktop) contains descriptive headings and text labels to inform assistive technology users of their location and current activity.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The focus indicator within the Salesforce Program Management Module (Desktop) user interface and controls are always visible and contrast well with the surrounding content and background. However, there is an exception: • The keyboard visual focus cue indicator is not clearly visible or located easily on some of the links within "Program Management Module" pages.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The human language information in the Salesforce Program Management Module (Desktop) user interface uses HTML 5 language markup for the elements that are accessed directly by commonly available assistive technology. However, there is no mechanism to specify different languages for subsets of a page.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Partially Supports	Salesforce Program Management Module (Desktop) provides consistent and repeatable top menu navigation mechanisms across all pages to help users with assistive technologies. However, there is an exception: • The Review/Last screen for the "Bulk Service Deliveries" page is missing the "Back" button and "Progress Step Indicator" components.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Components and user interface controls are identified consistently for the same functionality across all Salesforce Program Management Module (Desktop) pages.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Whenever an error is automatically detected within Salesforce Program Management Module (Desktop) data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form. Salesforce Program Management Module (Desktop) provides suggestions for correcting errors, such as identifying required fields using the "aria-required" attribute.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Data entered by users within Salesforce Program Management Module (Desktop) functionalities are checked using validation methods to help users confirm and correct data submissions. Salesforce Program Management Module (Desktop) does not contain forms that cause legal commitments or financial transactions.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Salesforce Program Management Module (Desktop) provides status messages that can be programmatically determined using roles or properties which can be presented to the user of assistive technology without receiving any focus. However, there is an exception: • The "Saved" and "Error" status alert notifications are not detected and announced by the assistive technology within the "Bulk Service Deliveries" page.

Table 3: Success Criteria, Level AAA

Notes: The Salesforce Program Management Module (Desktop) has not been evaluated for WCAG 2.0 Level AAA conformance.
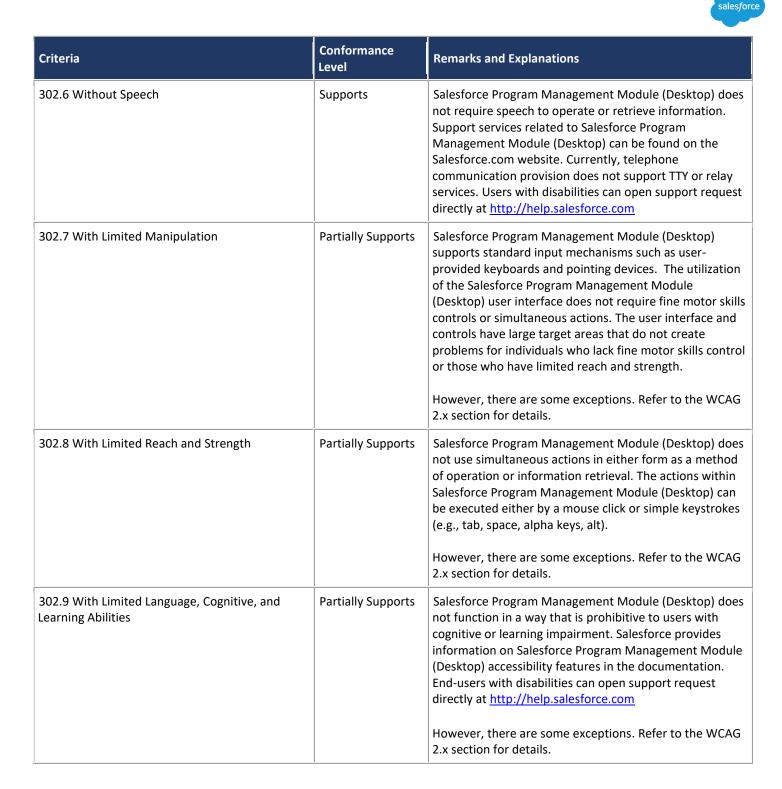
Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Salesforce Program Management Module (Desktop) uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies. The core features and controls in the Salesforce Program Management Module (Desktop) are reachable using the keyboard alone and announced by assistive technology. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.2 With Limited Vision	Partially Supports	Salesforce Program Management Module (Desktop) supports standard browser magnification and contrast adjustments. Salesforce Program Management Module (Desktop) is compatible with assistive technologies and supports the use of screen readers for the visually impaired. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.3 Without Perception of Color	Partially Supports	Salesforce Program Management Module (Desktop) does not use color as the only means of conveying information. Color is only used as a decorative or supplemental attribute of user interface elements. The textual representation is always used as the primary mechanism for conveying information. However, there is an exception. Refer to the WCAG 2.x section 1.4.1 Use of Color for detail.
302.4 Without Hearing	Not Applicable	Salesforce Program Management Module (Desktop) does not include audio-only features that require a hearing to be used.
302.5 With Limited Hearing	Not Applicable	Salesforce Program Management Module (Desktop) does not include audio-only features that require a hearing to be used.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	Salesforce Program Management Module (Desktop) does not require speech to operate or retrieve information. Support services related to Salesforce Program Management Module (Desktop) can be found on the Salesforce.com website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at http://help.salesforce.com
302.7 With Limited Manipulation	Partially Supports	Salesforce Program Management Module (Desktop) supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the Salesforce Program Management Module (Desktop) user interface does not require fine motor skills controls or simultaneous actions. The user interface and controls have large target areas that do not create problems for individuals who lack fine motor skills control or those who have limited reach and strength. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.8 With Limited Reach and Strength	Partially Supports	Salesforce Program Management Module (Desktop) does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Salesforce Program Management Module (Desktop) can be executed either by a mouse click or simple keystrokes (e.g., tab, space, alpha keys, alt). However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Salesforce Program Management Module (Desktop) does not function in a way that is prohibitive to users with cognitive or learning impairment. Salesforce provides information on Salesforce Program Management Module (Desktop) accessibility features in the documentation. End-users with disabilities can open support request directly at http://help.salesforce.com However, there are some exceptions. Refer to the WCAG 2.x section for details.

Chapter 4: Hardware

Notes: The Salesforce Program Management Module (Desktop) is a web application and is not subject to the requirements of this section.

Chapter 5: Software

Notes: The Salesforce Program Management Module (Desktop) is a web application and is not subject to the requirements of this section.

Chapter 6: Support Documentation and Services

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	Salesforce provides electronic versions of all product support documentation related to Salesforce Program Management Module (Desktop). End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
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		End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Salesforce provides electronic versions of all product support documentation related to Salesforce accessibility. End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
603.3 Accommodation of Communication Needs	Supports	Support service related to Salesforce Program Management Module (Desktop) can be found at the Salesforce.com help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at http://help.salesforce.com

EN 301 549 Report

Chapter 4: **Functional Performance Statements** (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Salesforce Program Management Module (Desktop) uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.2 Usage with limited vision	Partially Supports	Salesforce Program Management Module (Desktop) supports standard browser magnification and contrast adjustments and enables users to magnify the font size of the textual content available on the user screen. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.3 Usage without perception of color	Partially Supports	Color is only used as a decorative or supplemental attribute of user interface elements. The textual representation is always used as the primary mechanism for conveying information. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.4 Usage without hearing	Not Applicable	Salesforce Program Management Module (Desktop) does not include audio-only features that require a hearing to be used.
4.2.5 Usage with limited hearing	Not Applicable	Salesforce Program Management Module (Desktop) does not include audio-only features that require a hearing to be used.
4.2.6 Usage with no or limited vocal capability	Not Applicable	Salesforce Program Management Module (Desktop) does not require speech input.
4.2.7 Usage with limited manipulation or strength	Supports	Salesforce Program Management Module (Desktop) supports standard input mechanisms such as user-provided keyboards and pointing devices.
4.2.8 Usage with limited reach	Not Applicable	
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Salesforce Program Management Module (Desktop) does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition, language, or learning	Supports	Salesforce Program Management Module (Desktop) uses a logical focus order and provides capabilities for specifying error text for user interface components.

Criteria	Conformance Level	Remarks and Explanations
4.2.11 Privacy	Supports	Salesforce Program Management Module (Desktop) does not impede the usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcements.

Chapter 5: Generic Requirements

Note: The Salesforce Program Management Module (Desktop) supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information		
5.1.3.2 Auditory output delivery including speech		
5.1.3.3 Auditory output correlation		
5.1.3.4 Speech output user control		
5.1.3.5 Speech output automatic interruption		
5.1.3.6 Speech output for non-text content		
5.1.3.7 Speech output for video information		
5.1.3.8 Masked entry		
5.1.3.9 Private access to personal data		
5.1.3.10 Non-interfering audio output		
5.1.3.11 Private listening volume		
5.1.3.12 Speaker volume		
5.1.3.13 Volume reset		
5.1.3.14 Spoken languages		
5.1.3.15 Non-visual error identification		
5.1.3.16 Receipts, tickets, and transactional outputs		
5.1.4 Functionality closed to text enlargement		
5.1.5 Visual output for auditory information		

Criteria	Conformance Level	Remarks and Explanations
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus		
5.1.7 Access without speech		
5.2 Activation of accessibility features		
5.3 Biometrics		
5.4 Preservation of accessibility information during conversion		
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation		
5.5.2 Operable parts discernibility		
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status		
5.6.2 Visual status		
5.7 Key repeat		
5.8 Double-strike key acceptance		
5.9 Simultaneous user actions		

Chapter 6: ICT with Two-Way Voice Communication

Note: The Salesforce Program Management Module (Desktop) does not offer two-way voice communication and is therefore not subject to the requirements of this section.

Chapter 7: ICT with Video Capabilities

Notes: The Salesforce Program Management Module (Desktop) does not offer video captioning and audio description and is therefore not subject to the requirements of this section.

Chapter 8: Hardware

Notes: Not Applicable

Chapter 9: Web (see WCAG 2.X section)

Notes:

Chapter 10: Non-Web Documents

Notes: Not Applicable

Chapter 11: Software

Notes: Not Applicable

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	See information in WCAG 2.x (602.2) section
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	See information in WCAG 2.x (603.2) section
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable