



# **Information Builders Accessibility Conformance Report**

## **Revised Section 508 Edition**

**VPAT® Version 2.3 (Revised) – April 2019**

### **Name of Product/Version:**

WebFOCUS Release 8.2.01M

### **Product Description:**

This document covers the WebFOCUS Release 8.2.01M end-user functionality for the following product areas:

- Running existing reports in Business Intelligence Basic (V3) Portal.
- Report creation with WebFOCUS InfoAssist directly accessed via Business Intelligence Basic (V3) Portal.
- Creating schedules with ReportCaster end-user scheduling tool.
- HTML output when developing with the accessibility guidelines set forth in Technical Memo 4505, with the exception of one state provision:
  - A link to the agency's website accessibility policy (if existing) and contact information for compliance issues related to the accessibility of electronic and information technology shall be included on home pages and other key pages. This should be a developer action item.
- PDF output when developing with the accessibility guidelines set forth in Technical Memo 4704.

### **Report Date:**

02-Dec-2019

### **Contact Information:**

Information Builders Customer Support Services (CSS) at (800) 736-6130 or (212) 736-6130. Customer Support Consultants are available Monday through Friday between 8:00A.M. and 8:00P.M. EST.

### **Notes:**

### **WebFOCUS 8.2.01M Conformance Summary**

Information Builders is committed to providing high-quality products and services that are both useful and accessible to all potential users, including individuals with disabilities. As such, we proudly support the goals of the U.S. and Canadian government in implementing the new Federal regulations directed at broadening the availability of electronically delivered information.

In each section below, general design accessibility guidelines are stated for the Information Builders' WebFOCUS products for the scope of this VPAT. As we continue a general audit of all our products, any exceptions to these statements will be scheduled to be fixed in future WebFOCUS product releases.

Any statements appearing below apply to Information Builders' products as they are shipped by Information Builders to our customers. Our products are developer tools. We make no warranty or provision to correct any changes made in the course of application development by customers or their agencies.

## Evaluation Methods Used:

WebFOCUS Release 8.2.01M is evaluated for web-based accessibility using the following assistive technologies and browsers:

- JAWS® Versions 18 and 17
- Keyboard Only Navigation
- HTML Validators
- Internet Explorer® 11

Desktop user functionality (DFU) is capable of rendering content as described below, when a user uses it according to guidance provided in the documentation, and follows all other applicable accessibility standards and guidelines. Your accessibility experience will be greatly influenced by a given browser's support.

Accessibility modes specific to operating systems and screen readers can be configured by the user.

- [Windows Accessibility Guide](#)
- [JAWs for Windows](#)

This VPAT does not cover usage with Mobile Application Frameworks.

## Applicable Standards/Guidelines

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

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

- 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><b><u>1.1.1 Non-text Content</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<ul style="list-style-type: none"> <li>• Images that convey information have meaningful alternative text using ALT.</li> <li>• Images that are decorative are marked up using ALT="" or CSS background images.</li> <li>• Titles for Objects are provided.</li> <li>• Controls have an associated names.</li> <li>• Non-text characters are not used or have meaningful alternative text.</li> <li>• CAPTCHAs are not used.</li> </ul>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b>            (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No pre-recorded audio-only or video-only content is being used.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No video is being used.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No pre-recorded audio or video is being used.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<ul style="list-style-type: none"> <li>• User interface component labels are associated with the fields they are labeling.</li> <li>• Headings are encoded with HTML heading tags.</li> <li>• List markup is used for marking up lists.</li> <li>• Table markup is used for marking up data tables, including row and column headers and table captions/summaries where appropriate.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<ul style="list-style-type: none"> <li>• Features present in the navigation are presented in a reasonable order and sequence.</li> </ul> <p>Defects will be corrected in a future release.</p> <ul style="list-style-type: none"> <li>• Login page.</li> <li>• Navigation to report output displayed in the portal.</li> </ul>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Instructions provided do not refer to things solely based on their sensory characteristics such as shape, size, visual location, orientation, color, or sound.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Information conveyed by color is available in alternative formats, such as shape, text, font weight.
<p><b><u>1.4.2 Audio Control</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	No automatically playing audio is being used.
<p><b><u>2.1.1 Keyboard</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>The product was tested for:</p> <ul style="list-style-type: none"> <li>• Ability to perform functions using keyboard navigation.</li> <li>• Ability to use the product with OS interaction aids: JAWs.</li> </ul>
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The product was tested for:</p> <ul style="list-style-type: none"> <li>• Movement of focus through each control only using the keyboard, with no "keyboard trap" that prevents focus from moving away from any control.</li> </ul> <p>Defects will be corrected in a future release.</p>
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Does not require any timeouts for any of the components during the design or run time environments. Any customization of this is a developer action item.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Does not contain auto-updating, scrolling, or flashing content.
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Does not contain flashing text or other visuals.
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Partially Supports	The “Skip Nav” feature is not present because the virtual cursor must be turned off to enable the accessibility features present in WebFOCUS release 8.2.01M1. It has been determined that this is a limitation of the Bindows development environment. Our JAWS tester reported the lack of a “Skip Nav” feature posed no issues in navigating the application due to the user interface design.
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<ul style="list-style-type: none"> <li>• Titling is used effectively throughout to aid in understanding.</li> <li>• Pages created by developers can have meaningful titles provided the developer configures them.</li> </ul>
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Logical movement through the focusable components using a screen reader (JAWs), in an order that follows a meaningful sequence.
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The text of links and their surrounding paragraph, list, table cell (with marked up table headers), or preceding heading is sufficient to describe their purpose.
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The ‘ <b>lang</b> ’ attribute is properly set on each page created by WebFOCUS.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.1 On Focus</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	As a component receives focus, they do not initiate a change of context.
<p><b><u>3.2.2 On Input</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Controls have clear purpose and behavior.
<p><b><u>3.3.1 Error Identification</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	When input errors are detected, they are described to the user in text, including identifying the item where the error occurred.
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Labels or instructions are provided when the product requires user input.
<p><b><u>4.1.1 Parsing</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Where suggestions for fixing an input error are known, they are provided to the user.
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<ul style="list-style-type: none"> <li>• HTML controls have a programmatically associated name, derived from the appropriate HTML elements and attributes including LABEL, TITLE, SUMMARY, CAPTION, etc.</li> <li>• Additional state information is programmatically exposed for HTML controls, such as whether a field is 'required'.</li> <li>• Frames have a meaningful title specified in the title attribute.</li> </ul>

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No video used in product.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No pre-recorded audio or video used in product.
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	WebFOCUS includes options that allow a developer to apply a custom portal theme with compliant contrast and to configure default styling for reports created by users.
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Text can be resized to 200% with expected browser and third-party application behavior to scroll content.  Inability to navigate to all WebFOCUS Portal page information due lack of scrollbars and responsive UX/UI support will be will be addressed in a future release.
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supported	Images of text are not used.
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not Applicable	There is no set of stock application pages in the product.
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<ul style="list-style-type: none"> <li>• Headers describe the topic or purpose of the content below them.</li> <li>• Labels describe the purpose of the associated field.</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	There is visual indication of the location of the focus but the indicator style and clarity varies across product features. This usability issue will be addressed in a future release.
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	<p>WebFOCUS login page supports a single language selection for user interface display.</p> <p>Developers can create pages that use the 'lang' attribute for text passages that are in a different language on the same page.</p>
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supported	No repeated navigational mechanisms in the product.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supported	Images and controls are used and identified consistently throughout the product.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supported	When input errors are detected, they are described to the user in text, including identifying the item where the error occurred.
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	<p>No pages are included in the product by default, but developers can create pages where:</p> <ul style="list-style-type: none"> <li>• Data is checked for input errors with an opportunity for the user to correct them.</li> <li>• Data can be reviewed, corrected, and confirmed by the user before they are finalized.</li> </ul>

# Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.2 With Limited Vision	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.3 Without Perception of Color	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.4 Without Hearing	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.5 With Limited Hearing	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.6 Without Speech	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.7 With Limited Manipulation	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.8 With Limited Reach and Strength	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Applicable	The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.

## Chapter 4: [Hardware](#)

Notes: These criteria are all Not Applicable because the product is not Hardware

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section.
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.2.2 No Disruption of Accessibility Features	Partially Supports	<p>The product was tested for:</p> <ul style="list-style-type: none"> <li>• Does not disrupt platform accessibility features such as Sticky Keys, High Contrast and Large Fonts.</li> </ul> <p>The following defects were found:</p> <ul style="list-style-type: none"> <li>• Font size is controlled via CSS statements overriding some platform settings.</li> </ul>
<b><a href="#">502.3 Accessibility Services</a></b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.2 Modification of Object Information	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.3 Row, Column, and Headers	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.4 Values	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.5 Modification of Values	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.6 Label Relationships	Not Applicable	The product is not a platform or does not have access to platform accessibility features.

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.8 Text	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.9 Modification of Text	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.10 List of Actions	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.11 Actions on Objects	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.12 Focus Cursor	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.13 Modification of Focus Cursor	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.14 Event Notification	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.4 Platform Accessibility Features	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Responds to platform settings for color, contrast, font type, font size, and focus cursor when the developer has not specifically specified these setting for the application.
503.3 Alternative User Interfaces	Not Applicable	The product does not have assistive technology features.
<b><i>503.4 User Controls for Captions and Audio Description</i></b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The product has no multimedia.
503.4.2 Audio Description Controls	Not Applicable	The product has no multimedia.
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section

Criteria	Conformance Level	Remarks and Explanations
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supported	The InfoAssist tool code generation preserves the setting required for accessibility to the extent that the information is supported by the destination format.
504.2.2 PDF Export	Not Applicable	The product is not an authoring tool capable of exporting PDF files.
504.3 Prompts	Supported	When a developer or user accesses InfoAssist the Accessibility Format feature is enabled by default when the user's WebFOCUS portal session is enabled for Accessibility. The developer or user can access the InfoAssist Format tab to disable or enable the Accessibility option.
504.4 Templates	Supported	Templates are provided in the documentation.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section.
602.4 Alternate Formats for Non-Electronic Support Documentation		
<b><a href="#">603 Support Services</a></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Documentation explains how to use the accessibility and compatibility features.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	Information Builders Customer Support Services (CSS) at (800) 736-6130 or (212) 736-6130. Customer Support Consultants are available Monday through Friday between 8:00A.M. and 8:00P.M. EST to address all your questions.

## Information Builders Legal Disclaimer

The information above describes this product's ability to support the applicable Standards/Guidelines, subject to Information Builders' interpretation of those standards and the remarks in this document. For more information regarding the accessibility status of this product or other Information Builders products, please contact: Information Builders Customer Support Services (CSS) at (800) 736-6130 or (212) 736-6130.

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