Fortinet Federal Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Fortinet FortiMail (All Models), Version 7.4.2

Report Date: July 15, 2024

Product Description: FortiMail prevents, detects, and responds to email-based threats, impersonation, and Business Email Compromise (BEC) attacks.

Contact Information: vpat@fortinetfederal.com

Notes:

Product is Software only with standard web-based interface. No sounds, animations or videos are included.

Agents are installed using executables (on Windows)

No authoring tools are provided with the product.

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"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

In the tables below, compliance refers to the following components:

- **Web: FortiAuthenticator graphical user interface (GUI)**
- **Electronic docs: PDF/HTML based product documentation generally provided at docs.fortinet.com**
- **Software: CLI interface for server**

The following sections do not apply to the product:

- Revised Section 508 Report: Chapter 4 (Hardware)

Evaluation Methods Used: Testing is based on general product knowledge

Applicable Standards/Guidelines

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

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

Terms

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

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

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

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

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Partially Supports** Electronic Docs: **Supports** Software: **Not Applicable**	Web: Majority of the GUI non-text content includes accompanying text, however there are some exceptions.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Not Applicable** Electronic Docs: **Not Applicable** Software: **Not Applicable**	No audio or video content in the product. There are links to video.fortinet.com for technical / training videos.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Not Applicable** Electronic Docs: **Not Applicable** Software: **Not Applicable**	No audio or video content
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Not Applicable** Electronic Docs: **Not Applicable** Software: **Not Applicable**	No audio or video content
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Not Applicable** Electronic Docs: **Not Applicable** Software: **Not Applicable**	No presentation content

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Not Applicable**	Web: Content is provided in either HTML-based pages or tables
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports**	
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports**	Web: Majority of the GUI does not rely on color to convey meaning with the exception of graphics and statistics—however text based alternatives are provided.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Not Applicable** Electronic Docs: **Not Applicable** Software: **Not Applicable**	No audio or video content
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Partially Supports** Electronic Docs: **Supports** Software: **Supports**	Web: Most configuration pages can be navigated with keyboard shortcuts only. However, navigating between pages and other system level shortcuts may require mouse usage.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: **Partially Supports** Electronic Docs: **Supports** Software: **Supports**	Web: Most configuration pages can be navigated with keyboard shortcuts only. However, navigating between pages and other system level shortcuts may require mouse usage.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Not Applicable** Software: **Supports**	Web: No time-based operations except for session expiry which can be controlled by keeping the session active. This timeout is configurable.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Not Applicable** Software: **Supports**	Web: Any ongoing process bars can be paused or be hidden.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Not Applicable** Electronic Docs: **Not Applicable** Software: **Not Applicable**	No flashing content in the product
2.4.1 Bypass Blocks (Level A) Also applies to: 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	Web: **Supports** Electronic Docs: **Not Applicable** Software: **Not Applicable**	
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Not Applicable**	
2.4.3 Focus Order (Level A) Also applies to:	Web: **Supports** Electronic Docs: **Supports**	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: **Not Applicable**	
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Not Applicable**	Web: Links text available always Electronic Docs: Links text available always
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Does Not Support** Electronic Docs: **Does Not Support** Software: **Does Not Support**	
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Not Applicable**	
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Not Applicable**	
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports**	Web: Interface shows configuration input error

Criteria	Conformance Level	Remarks and Explanations

3.3.2 Labels or Instructions (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: **Supports**
	Electronic Docs: **Supports**
	Software: **Supports**	

4.1.1 Parsing (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: **Supports**
	Electronic Docs: **Supports**
	Software: **Supports**
		Unique IDs and structured elements are in use

4.1.2 Name, Role, Value (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: **Does Not Support**
	Electronic Docs: **Does Not Support**
	Software: **Not Applicable**
		Standard controls are in use

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: **Not Applicable**
	Electronic Docs: **Not Applicable**
	Software: **Not Applicable**
		No audio or video content

1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: **Not Applicable** Electronic Docs: **Not Applicable** Software: **Not Applicable**	No audio or video content

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports**	Verified mathematically with UI colors of text and their backgrounds. Marginal values (white/tile) can be adjusted with console white-labeling.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Not Applicable**	Web: zooming is possible to 200%+ with adjustable interface
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports**	
2.4.5 Multiple Ways (Level AA) Also applies to: 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	Web: **Does Not Support** Electronic Docs: **Supports** Software: **Not Applicable**	Electronic Docs: Table of contents and hyperlinks available
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Not Applicable**	
2.4.7 Focus Visible (Level AA) Also applies to:	Web: **Supports** Electronic Docs: **Supports**	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: **Supports**	
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Does Not Support** Electronic Docs: **Does Not Support** Software: **Does Not Support**	
3.2.3 Consistent Navigation (Level AA) Also applies to: 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	Web: **Supports** Electronic Docs: **Supports** Software: **Not Applicable**	Web: Consistent elements ordering Electronic Docs: Page numbers
3.2.4 Consistent Identification (Level AA) Also applies to: 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	Web: **Supports** Electronic Docs: **Supports** Software: **Not Applicable**	
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports**	Web: Most of interface areas have error identification, intention is to have all
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Not Applicable** Electronic Docs: **Not Applicable** Software: **Not Applicable**	Legal commitments or financial transactions are not possible by the product.

Table 3: Success Criteria, Level AAA

Notes: This standard is not included in the report

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

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

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Does Not Support**	
302.2 With Limited Vision	**Does Not Support**	
302.3 Without Perception of Color	**Partially Supports**	Most of the interface components are accompanied with text
302.4 Without Hearing	**Not Applicable**	
302.5 With Limited Hearing	**Not Applicable**	
302.6 Without Speech	**Not Applicable**	
302.7 With Limited Manipulation	**Supports**	Keyboard can be used
302.8 With Limited Reach and Strength	**Not Applicable**	
302.9 With Limited Language, Cognitive, and Learning Abilities	**Does Not Support**	Product operation requires professional lingo and skills

Chapter 4: [Hardware](#)

Notes: This section is not included in the report

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
402.3 Volume	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
402.3.1 Private Listening		
402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General		
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General		
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General		
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General		
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible		
407.3.2 Alphabetic Keys		
407.3.3 Numeric Keys		
407.4 Key Repeat		
407.5 Timed Response		
407.6 Operation		
407.7 Tickets, Fare Cards, and Keycards		
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		

Criteria	Conformance Level	Remarks and Explanations
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General		
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General		
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General		
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID		
412.7 Video Communication		
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions		
413.1.2 Pass-Through of Closed Caption Data		
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	**Does Not Support**	No accessibility features provided as part of the product
502.2.2 No Disruption of Accessibility Features	**Does Not Support**	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	**Does Not Support**	
502.3.2 Modification of Object Information	**Does Not Support**	
502.3.3 Row, Column, and Headers	**Does Not Support**	
502.3.4 Values	**Does Not Support**	
502.3.5 Modification of Values	**Does Not Support**	
502.3.6 Label Relationships	**Does Not Support**	
502.3.7 Hierarchical Relationships	**Does Not Support**	
502.3.8 Text	**Does Not Support**	
502.3.9 Modification of Text	**Does Not Support**	
502.3.10 List of Actions	**Does Not Support**	
502.3.11 Actions on Objects	**Does Not Support**	
502.3.12 Focus Cursor	**Does Not Support**	
502.3.13 Modification of Focus Cursor	**Does Not Support**	
502.3.14 Event Notification	**Does Not Support**	
502.4 Platform Accessibility Features	**Supports**	Interface is done with common web browsers which support keys adjustments.

Criteria	Conformance Level	Remarks and Explanations
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	**Supports**	Web application
503.3 Alternative User Interfaces	**Supports**	Rest API can be used by assistive technologies
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	**Not Applicable**	No audio or video content
503.4.2 Audio Description Controls	**Not Applicable**	No audio or video content
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See [WCAG 2.0](#) section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	**Not Applicable**	Not authoring tool
504.2.2 PDF Export	**Not Applicable**	Not authoring tool
504.3 Prompts	**Not Applicable**	Not authoring tool
504.4 Templates	**Not Applicable**	Not authoring tool

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**	Both web UI and Rest API fully documented
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	**Not Applicable**	Electronic documentation only
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	**Supports**	Information can be provided by technical support teams
603.3 Accommodation of Communication Needs	**Supports**	By technical support teams

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