WhatsUp Gold 2019 (v19.2) Accessibility

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology" products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., "equivalent facilitation." The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: *12/17/2019*
Name of Product: *WhatsUp Gold 2019 (v19.2)*
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Summary

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Partially supported	Please refer to the details section.
Section 1194.22 Web-based Internet Information and Applications	Partially supported	Please refer to details section
Section 1194.23 Telecommunications Products	Not Applicable	WhatsUp Gold 2019 is not a telecommunications product
Section 1194.24 Video and Multi-media Products	Not Applicable	WhatsUp Gold 2019 is not a video or multi-media product
Section 1194.25 Self-Contained, Closed Products	Not Applicable	WhatsUp Gold 2019 is not a self-contained, close product

Criteria	Supporting Features	Remarks and explanations
Section 1194.26 Desktop and Portable Computers	Not Applicable	WhatsUp Gold 2019 is not a desktop or portable computer
Section 1194.31 Functional Performance Criteria	Partially supported	Please refer to the details section.
Section 1194.41 Information, Documentation and Support	Supported with exception	Please refer to the details section.

Section 1194.21 Software Applications and Operating Systems

Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Partially supported	Portions of the UI do not respond to the tab key for navigation. Tab order is not established. Plans to remediate in a future release
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supported	
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Partially supported	Focus is not provided in some UI elements. Plans to remediate in a future release
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Partially supported	There are cases of missing alternative text associated with non-visible structural images in the application. Some UI elements do not identify the state. Plans to remediate in a future release.

Criteria	Supporting Features	Remarks and explanations
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supported	
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Partially supported	Some UI elements do not provide indication for input location. Plans to remediate in a future release.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supported	For maps, a text representation is provided in a text grid.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supported with minimal exceptions	This is mostly supported with additional messaging to indicate actions or responses.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	N/A	Product does not allow user to adjust color and contrast in settings.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supported	
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supported with possible exceptions	Some forms are missing input field labels.

Section 1194.22 Web-based Internet Information and Applications

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supported with exception	No alternative text associated with some non-visible structural images in the application; maps do not support all non-text elements. Users have an alternative text information for the maps.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	There are no multi-media presentations in the product.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supported with alternatives	While visual graphs use color, information is available in text
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported with exceptions	Some pages within the WhatsUp Gold web interface may not be readable without the associated style sheets which are shipped with the product.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not supported	Interactive charting components do not provide redundant links.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Supported	Users can view same information in text
(g) Row and column headers shall be identified for data tables.	Partially supported	Most tables within the WhatsUp Gold web client do not utilize the table header attribute. Plans to remediate in a future release
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supported	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported	

Criteria	Supporting Features	Remarks and explanations
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supported	
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not Applicable	
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Partially supported	Plans to remediate in a future release.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Supported	Plans to remediate in a future release.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	There are no timed responses.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

Section 1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Partially supported	Plans to remediate in a future release.

Criteria	Supporting Features	Remarks and explanations
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supported with exception	Audio not supported.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supported	Audio alarms are also provided in visual format.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supported	Audio alarms are also provided in visual format.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Not Applicable	There are no areas of the product that require speech input.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Not Applicable	There are no areas of the product that require fine motor controls or simultaneous actions.

Section 1194.41 Information, Documentation and Support

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supported	
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supported with exception	VPAT is posted on the company website and is available upon request.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	