

Progress Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: WhatsUp Gold 2025 (v2025.0.0)

Report Date: 11/05/2025

Product Description: WhatsUp Gold is a software product that combines powerful monitoring, alerting, notification, and policy tools to help keep network infrastructure, services, and applications running.

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Notes: This VPAT is limited to the scope of the WhatsUp Gold software product.

Evaluation Methods Used: Manual evaluation, using Google Chrome and NVDA screen reader

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
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Partially Supports	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.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Not Applicable	WhatsUp Gold does not contain audio-only or video-only content.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	WhatsUp Gold relies on YouTube's built in Close-Captioning functionality for any video embedded in the product.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Does Not Support	WhatsUp Gold currently does not provide audio description of the video content, or supplemental information in the synchronized media
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Partially Supports	Some UI elements do not provide indication for input location. Plans to remediate in a future release.
<u>1.3.2 Meaningful Sequence</u> (Level A)	Software: Partially Supports	Links in the navigation bar form a meaningful sequence

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		within the product.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	
<u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	This is mostly supported with additional messaging to indicate actions or responses.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	There exists a mechanism to silence audio alarms within the product.
<u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	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
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Software: Partially Supports	Focus is not provided in some UI elements. Plans to remediate in a future release

Criteria	Conformance Level	Remarks and Explanations
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)	Software: Not Applicable	WhatsUp Gold contains no unexpected changes in content or context that are a result of a time limit
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)	Software: Supports	
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)	Software: Supports	Web alarms are slower and flash at an interval slower than three flashes per second
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	Software: Does Not Support	The way the HTML code is structured within the product, there may be pages where blocks of content cannot be bypassed
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	Most pages in the product contain a page title
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508	Software: Partially Supports	Focus is not provided in some UI elements. Plans to remediate in a future release

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
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)	Software: Partially Supported	Purpose can be derived from most links that contain text within the product
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)	Software: Does Not Support	Will remediate in a future release
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	Focus is not provided in some UI elements. Plans to remediate in a future release
3.2.2 On Input (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	There may be instances within the product where changing the setting of a user interface component may automatically cause a change of context without advising the user of the behavior before using the component. If instances exist, we will remediate in a future release.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	In many, but not all, areas of the product, when an input error is automatically detected, the item that is in error is identified and the error is described to the user in text throughout the product.

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)	Software: Partially Supports	Some forms are missing input field labels.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Does Not Support	Parts of the product may have redundant or nested HTML code. Will plan to remediate in a future release
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)	Software: Does Not Support	Modern use of HTML form controls and aria-label tags have not yet been adapted fully throughout the product. Will remediate in a future release.

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)	Software: Not Applicable	The software product does not have any audio-only content that require captions.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software)	Software: Not Supported	

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)	Software: Partially Supports	Many areas of the product strives to provide minimum AA contrast
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supported	
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)	Software: Supported	With the exception of the WhatsUp Gold logo, images containing text are not used within the product.
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	Software: Supported	Users can navigate the product from at least two different ways, either from the main navigation, or through search.
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)	Software: Partially Supports	Headings and labels are used throughout the product to help in understand the relationships between different parts of the content and specific components within the content. However, some forms may be missing input field labels. We hope to remediate in a future release.
2.4.7 Focus Visible (Level AA) Also applies to:	Software: Partially Supports	Focus is not provided in some UI elements. Plans to remediate in a future release

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
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)	Software: Supports	
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	Software: Supports	
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	Software: Partially Supported	There may be areas where a similar component may not consistently perform the same functionality throughout the product.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supported	There may be areas of the product where an error suggestion isn't provided.
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)	Software: Does Not Support	Pages within the software product that require commitment of a legal disclaimer during installation or first use, might not include a mechanism for reviewing, confirming, and correcting information before finalizing the submission. This may be addressed in a future release.

Criteria	Conformance Level	Remarks and Explanations
		There are no financial transactions performed inside the software product.

Table 3: Success Criteria, Level AAA

Notes:

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

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

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Partially Supports	Areas of the software product needing changes for color contrast ratio requirements
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Some language in WhatsUp Gold contains acronyms, abbreviations, and technical vocabulary

Chapter 4: [Hardware](#)

Notes: WhatsUp Gold is a software product only and does not include hardware.

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	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
<u>403 Biometrics</u>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
<u>404 Preservation of Information Provided for Accessibility</u>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
<u>412.2 Volume Gain</u>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
<u>412.3 Interference Reduction and Magnetic Coupling</u>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
<u>412.8 Legacy TTY Support</u>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	User has control of the accessibility features included in their computer and browser.
502.2.2 No Disruption of Accessibility Features	Supports	Supported
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	There may be areas of the product where an objects role, state(s), properties, boundary, name, and description has been programmatically determinable.
502.3.2 Modification of Object Information	Partially Supports	There may be areas of the product where states and properties cannot be set by the user through assistive technology. Will address in future release.
502.3.3 Row, Column, and Headers	Partially Supports	There may be areas of the product where the data or table headers are not programmatically determined. Will address

Criteria	Conformance Level	Remarks and Explanations
		in future release.
502.3.4 Values	Supports	Supported using assistive technology such as a screen reader.
502.3.5 Modification of Values	Partially Supports	There may be areas of the product where it is difficult to set values through assistive technology. Will address in future release.
502.3.6 Label Relationships	Partially Supports	There may be areas of the product where a component does not have a properly defined label.
502.3.7 Hierarchical Relationships	Does not support	Hierarchy of parent-child containers is not programmatically determinable. Will address in future release.
502.3.8 Text	Partially Supports	Partially supported using assistive technology such as a screen reader. There may be areas of the product where improvements are needed.
502.3.9 Modification of Text	Supports	Supported using assistive technology such as a screen reader.
502.3.10 List of Actions	Supports	Supported using assistive technology such as a screen reader.
502.3.11 Actions on Objects	Supports	Supported using assistive technology such as a screen reader.
502.3.12 Focus Cursor	Supports	Supported using assistive technology such as a screen reader.
502.3.13 Modification of Focus Cursor	Supports	Supported using assistive technology such as a screen reader.
502.3.14 Event Notification	Partially Supports	Status messages visually appear, but may not immediately given to screen reader users
502.4 Platform Accessibility Features	Supports	Supported using assistive technology such as a screen reader.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	
503.3 Alternative User Interfaces	Supports	

Criteria	Conformance Level	Remarks and Explanations
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	
503.4.2 Audio Description Controls	Not Applicable	
<u>504 Authoring Tools</u>	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.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	
504.2.2 PDF Export	Does Not Support	Further work is needed to ensure PDF Export conforms to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1).
504.3 Prompts	Does Not Support	Further work is needed for WhatsUp Gold to provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0.
504.4 Templates	Does Not Support	Further research and work is needed in WhatsUp Gold for any templates that allow content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0

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
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	The accessibility of screens will be improved and available in an upcoming release. In the current release, users may experience the following: Text obstruction with and without zoom.

Criteria	Conformance Level	Remarks and Explanations
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	Not applicable	Documentation provided in electronic format
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	

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