ThoughtSpot Accessibility Conformance Report
International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: ThoughtSpot

Report Date: April 17, 2025

Evaluation Methods Used:

Automated Testing: Axe automated plugin has been used for initial scanning of different pages present in the 'FDC' application.

Manual Testing: This report has been generated based on the tests conducted via accessibility experts. The tools which have been used for testing are JAWS 2025, NVDA 2024 and Voiceover on Windows 11/ Mac Platforms. Apart from these screen readers below assistive tools are used to validate the accessibility success criteria:

- ➢ Keyboard Controls
- ➢ Speech Recognition (Dragon)
- ➢ Steve Faulkner Text Spacing Bookmarklet
- ➢ Color Contrast Analyzer
- ➢ Browser Zoom

Compatibility Matrix and Testing Scope:

Platform	Chrome (Latest version)	Safari (Latest version)	Firefox (Latest version)	Edge (Latest version)

Data Workspace > Open a View from list page
Data Workspace > Create New > Custom SQL View
Data Workspace > dbt > Add dbt Connections
Data Workspace > Usage Statistics
Data Workspace > Utilities > Import/ Export TML
Data Workspace > Utilities > Import/ Export Modeling TSV
Data Workspace > Utilities > Open Schema Viewer
Data Workspace > Utilities > View Liveboards Schedule
Data Workspace > Utilities > Add/ Modify Custom Calendar
Data Workspace > Data Governance
Data Workspace > Liveboard Verification
Admin
Admin > User Management > Add Users
Admin > User Management > Add Groups
Admin > Authentication > Local
Admin > Authentication > SAML
Admin > System Activities > User Adoption > Overview
Admin > System Activities > User Adoption > User Productivity
Admin > System Activities > User Adoption > Present
Admin > System Activities > User Adoption > Schedule > Create Schedule
Admin > System Activities > User Adoption > Schedule > Manage Schedule
Admin > System Activities > Object Usage
Information Center
Profile > View My Profile
Get Started
Data --> Create New. -> Data Set
Data--> Create New --> Custom SQL view is renamed as Data--> Create New --> SQL view
Data --> Analyst Studio
Data --> Spotter Coaching --> Reference Questions
Data --> Spotter Coaching --> Business Terms
Existing Tabs of Data --> DBT, Data --> Data Governance , Data --> Usage , Data --> Liveboard verification , moved to a subsection
Data --> Governance --> dbt, Data Catalog, Usage, Liveboard verification
Data --> More button --> Analyst Studio
Liveboard > AI Highlights > AI highlights click on a KPI
Liveboard > KPI > Analyze Change (Change analysis)
Liveboard > KPI > Create Alerts
Answer page > More > Alerts > Create alert
Answer page > More > Alerts > Manage alerts

Features/Modules:

Homepage (Classic and New Experience)
Homepage > Add KPI to Watchlist
Homepage > Select Any Watchlist (Object) > Create Alert

Win 11	JAWS 2025 (Full QA)		NVDA 2024 (Smoke QA)	JAWS 2025 (Smoke QA)
MAC OS 14.X		Voiceover (Smoke QA)		

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 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	(Yes)

Sections	Total number of Applicable Provisions	Total Number of Supported Provisions		
		Supports	Partially Supports	Does Not Support
Web Content Accessibility Guidelines 2.1 A	24	9	15	0
Web Content Accessibility Guidelines 2.1 AA	17	8	9	0
Functional Performance Criteria	7	2	5	0
Support Documentation and Services	3	0	0	3

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 only be used in WCAG Level AAA criteria.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Most of the informative images/icons available in the application have appropriate text alternatives that present equivalent information to visually impaired users using screen readers and refreshable braille display. And the images used solely for decorative purposes have been hidden from these assistive technologies. However, there are a few exceptions where textual alternatives are missing for some images, and some decorative images have been provided with redundant alt text. **Few Exceptions:** 1. Answer page > Spot IQ analyse > Decorative image has unnecessary alt text 2. Spot IQ page > Incorrect alt text provided for warning icon 3. [Global] LiveBoards page > Interactive graph images are not provided with proper text alternative.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no audio-only and video-only content available in the application.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Open captions are provided for the prerecorded audio-visual multimedia content in this application, users with hearing impairments have access to the auditory information available on the screen.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	The audio track available in synchronized media is sufficient to describe the overall media content to the persons with visual impairment. There is no need to provide a separate media alternative or audio

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Partially Supports	Most of the elements available in the application have been correctly marked up using HTML semantics that allows assistive technologies like screen readers to identify their appropriate structure and relationships. However, there are a few exceptions, where screen reader users face difficulties in identifying the information, structure, and relationships of some elements conveyed via visual representation. **Few Exceptions:** 1. Home page > Share dialog > Input fields are not associated with its label 2. Liveboards > Table information is not conveyed properly. 3. LiveBoards > Grouping is not provided for multiple form fields 4. Answer page > Checkboxes are not grouped and associated with its label
1.3.2 Meaningful Sequence (Level A)	Partially Supports	Screen reader reads most of the content available in the application in a logical sequence using arrow keys or other reading methods that perceive their meaning and context for visually impaired users. However, there are a few exceptions where screen reader users face difficulties in perceiving the content in logical sequence. **Exceptions:** 1. Answer page > Screen reader reads the table data in incorrect sequence 2. Data page > Meaningful sequence is not followed for the content present in the canvas

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A)	Partially Supports	There are several visual cues/ symbols used in the application that convey specific meaning, for example: "X" icon for "delete" button, and so on. All those visual cues are provided with equivalent text alternatives for screen reader users. However, there is an exception where information solely relies on visual location of the component. Exception: 1. Data page > Utilities > "Select object on the left to export list" Information is provided based on the location of the component
1.4.1 Use of Color (Level A)	Partially Supports	Most of information conveyed via color highlight is accompanied with a text-based alternative and meaningful icons that are perceivable to the users without color perception. However, there is an exception where color alone is used to convey the information. Exception: 1. Data > Edit model > Change of color from blue to green is used to convey the "Saved Changes" Information, there is no text alternative
1.4.2 Audio Control (Level A)	Not Applicable	There is no such audio available in the application that plays automatically as soon as any page is launched.

Criteria	Conformance Level	Remarks and Explanations
[2.1.1 Keyboard](#) (Level A)	Partially Supports	Application has many interactive user interface components like buttons, links, checkboxes etc. Most of these elements are operable using a keyboard and keyboard interfaces. However, there are a few exceptions, where users dependent upon keyboard operation, such as visually impaired users and motor-impaired users, face difficulties in accessing some components. **Few Exceptions:** 1. Home page > Contextual menu is not accessible using keyboard 2. Home page > Sort buttons present in the table is not actionable using enter/space key 3. Admin > Authentication > More & Help buttons are not keyboard accessible 4. Data page > Interactive elements present in the table are not accessible using keyboard 5. Data page > Create connection > Search input and Add connection buttons are not accessible using Keyboard
[2.1.2 No Keyboard Trap](#) (Level A)	Partially Supports	Keyboard focus is not getting trapped in most of the part of the application. Motor impaired users and visually impaired users can easily navigate through the application using a keyboard without any keyboard trap. However, there are a few exceptions where focus gets trapped within the components. **Few Exceptions**: 1. Answer page > Focus gets trapped within the formula dialog 2. Monitor page > Focus gets trapped within the table

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A)	Not Applicable	Single key character shortcuts are not used anywhere in the application.
2.2.1 Timing Adjustable (Level A)	Partially Supports	Wherever time-based activity is available in the application, the user is warned before time expires and given 10 minutes to extend the time limit. However, there is an exception in the application where the pinned message dismisses very quickly. Exceptions: 1. Answer page > Alerts opening on activating "Pin" button dismiss very quickly.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	The application does not feature any moving, blinking, or auto-updating content that would need to be paused or stopped for individuals with certain disabilities.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	There is no flashing / blinking content available anywhere in the application.
2.4.1 Bypass Blocks (Level A)	Partially Supports	"Skip to main Content" link is available at the top of some web pages that helps screen reader users and keyboard users to bypass the repetitive block of header content in a single activation to locate the page main content. However, this link is missing on some pages.
2.4.2 Page Titled (Level A)	Partially Supports	All pages are given a title to help users understand the context. However, there are a few exceptions where web pages do not have a descriptive page title.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Partially Supports	Focus order is logical for most of the interactive elements/widgets available in the application using the keyboard and keyboard interfaces. However, there are a few exceptions, where TAB order is incorrect for some components, and logical focus has not been maintained in some custom dialogs. **Few Exceptions:** 1. Home page > When dialog is launched, Focus does not return to the triggered element 2. LiveBoards > Focus moves to non-interactive elements in the table 3. Share dialog > Focus moves twice to the input fields 4. Data page > Visual order and focus order does not match 5. Answer page > Incorrect focus order observed on activating Continue button
2.4.4 Link Purpose (In Context) (Level A)	Supports	All the links available in the application are provided with sufficient link text that clearly describes the purpose/ target destination of these elements.
2.5.1 Pointer Gestures (Level A)	Not Applicable	This audit scope does not include a tablet or mobile device to test for this requirement.
2.5.2 Pointer Cancellation (Level A)	Supports	All the user interface controls available in the application activate on an UP event. Even if user accidentally clicks on a control, s/he can move away from its target area and lift the pointer to abort the

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A)	Supports	The visible label of the active user interface elements matches with its accessible name. Motor impaired users can activate these interactive elements by calling their visible text labels using a speech recognition tool like "Dragon".
2.5.4 Motion Actuation (Level A)	Not Applicable	Application does not have any activity/feature that is dependent upon a device motion.
3.1.1 Language of Page (Level A)	Supports	Application content is available in English language, and this language is programmatically defined using the lang = "en" attribute in the <html> tag on all the web pages.
3.2.1 On Focus (Level A)	Partially Supports	Application does not initiate change of context while receiving focus on most of the UI components, however there is an exception on Data page, where a dialog gets triggered on TAB focus
3.2.2 On Input (Level A)	Supports	Application does not have any such feature / functionality that initiates a change of context on changing the setting of any user interface component.
3.3.1 Error Identification (Level A)	Partially Supports	Most of the error messages/warnings available in the application are available in textual form that is readable using screen readers and refreshable Braille Display devices. However, there are a few exceptions where error message is not available for screen reader. **Few Exceptions:** 1. Data page > No error text appears on submitting invalid data 2. Home page > Add to favourite dialog > Error message is not available in textual form and not announced by screen reader 3. Create liveboards > Error message is not available for the screen reader

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Partially Supports	The form fields available in the application are associated to meaningful text labels that explain their purpose. However, there are a few exceptions where appropriate labels and instructions are missing for some input elements. Few Exceptions: 1. Answer page > No Visual label provided for the Item name 2. Admin page > Required fields instructions are not provided 3. Data page > Combo box does not have a visual label 4. Create alert dialog > Instruction provided is not associated with the input field
4.1.1 Parsing (Level A)	Supports	This criterion has been validated using the Axe tool to ensure that the elements have been properly implemented as per the HTML specification that allows assistive technologies and user agents to accurately interpret and parse the content. While scanning the web pages using this tool, we did not find any issue that could cause parsing errors.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Partially Supports	Application has many interactive elements like buttons, links, edit fields etc., which are provided with meaningful accessible name, role, state and value that helps screen reader user to know the actual purpose and nature of these components. However, there are a few exceptions where appropriate names, role and state are not defined for some components to assist assistive technology users. **Few Exceptions:** 1. Home page > Current state is not defined for the current navigation link 2. Add KPI Watchlist > Name of the dialog is not announced 3. Home page > Icons buttons does not have an accessible name 4. Search data > Incorrect menu role and state not announced for the button 5. Create connection > Interactive role not

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no live multimedia content available in the application.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	The audio track available in synchronized media is sufficient to describe the overall media content to the persons with visual impairment. There is no need to provide a separate audio description.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA)	Supports	The application is not restricted to a single display orientation. Users can access the webpages in their preferred orientation, whether landscape or portrait
1.3.5 Identify Input Purpose (Level AA)	Partially Supports	Most of the forms collecting user's personal information such as First Name, Last Name, have been provided with appropriate autocomplete attribute. That helps users with language and memory related disabilities to fill this personal information by using the browser autofill service. However, there is an exception on LiveBoards page where "autocomplete" attribute is not available in "Add recipient" input.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Application has sufficient contrast ratio of 4.5:1 or greater for most of the color combinations used for regular text and its background, and 3:1 for the large text. However, there are a few exceptions where color contrast ratio is not sufficient. **Few Exceptions:** 1. Admin > Clear all and select all having blue foreground is less than the standard ratio of 4.5:1 2. Add users > Search by name placeholder text grey foreground text is less than the standard ratio of 4.5:1 3. Liveboards > Table header grey foreground text is less than the standard ratio of 4.5:1 4. Help > Search results text grey foreground text is less than the standard ratio of 4.5:1 5. Analyst studio > "All workspace member .." text fails

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	Partially Supports	Most of the application components remain easily operable and accessible when the application pages are resized up to 200% browser zoom. However, there are a few exceptions where content becomes truncated or overlaps at 200% zoom. Few Exceptions: 1. Home page> The header contents overlapped with the main content when zoomed to 200% 2. Data spotter coaching > On 200% "View site information" button is not visible 3. Liveboards > Progress bar contents get overlapped on 200%
1.4.5 Images of Text (Level AA)	Supports	Application does not have images of text, instead Regular text, HTML and CSS are used to provide different visual presentations to all the meaningful content.
1.4.10 Reflow (Level AA)	Partially Supports	Most of the web pages in the application properly reflow into a vertical single column when the viewport width is set to 320px, which is equivalent to 400% zoom on a 1280px-wide screen. However, there are a few exceptions where some content is lost at that width. **Few Exceptions:** 1. Data > Spotter coaching > Content not visible on 400% browser zoom 2. Home page > Header content overlaps on 400% browser zoom 3. Liveboards > content not visible on 400% browser zoom and there is no alternative way to scroll or navigate to the page

Criteria	Conformance Level	Remarks and Explanations
[1.4.11 Non-text Contrast](#) (Level AA)	Partially Supports	Application has sufficient contrast for different active user interface components. Non-Text UI elements such as buttons, input form fields etc. have a contrast ratio of at least 3:1 to their adjacent colors. However, there are a few exceptions where color contrast ratio is not sufficient. **Few Exceptions:** 1. Data > Color contrast ratio of the Focus indicator of 'Add connection' and 'Choose connection' fails to meet the contrast ratio of 3:1 2. Admin > Color contrast ratio of the checkbox outline fails to meet the contrast ratio of 3:1 3. Answer page > Color contrast ratio of the search icon and close icon fails to meet the contrast ratio of 3:1 4. Home page > Color contrast ratio of Add to favorite icon fails to meet the contrast ratio of 3:1 5. Home page > Color contrast ratio of the Focus indicator of All Tab, Favorite tab fails to meet the contrast ratio of 3:1

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA)	Partially Supports	This success criteria have been validated for persons with low vision and reading disabilities using Steve Faulkner's Text Spacing Bookmarklet, and most of the application content is easily readable and accessible after adjusting the text spacing using this tool. However, there are a few exceptions where loss of information is observed. Few exceptions: 1. Home page > Content gets overlapped when text spacing is applied 2. Data page > To get started text overlaps with the search when text spacing is applied 3. Analyst studio > Create and info icon gets hidden when text spacing is applied 4. LiveBoards > Attribute, Top contributor etc. Text gets truncated when text spacing is applied
1.4.13 Content on Hover or Focus (Level AA)	Partially Supports	There are no UI elements in the application that display additional content on keyboard focus or mouse hover, except for the 'info' icon on the Liveboards page. However, this icon is not focusable using the keyboard, preventing users from accessing the tooltip content.
2.4.5 Multiple Ways (Level AA)	Supports	All application sections are directly accessible via the main navigation menu located at the top of the page and there is a search region on the banner region providing users with convenient and centralized access to features.
2.4.6 Headings and Labels (Level AA)	Supports	The headings available in various pages of the application are descriptive enough to understand their context and purpose. Sufficient label is available for all the user interface components.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Partially Supports	Most of the interactive elements receive a clear visual focus indicator while using the keyboard. Users are able to identify the currently focused element while navigating the page using tab key. However, there are a few exceptions where focus indicator is not visible on elements. **Few Exceptions:** 1. Information center > Release note does not have a visible focus indicator 2. Spotter coaching > Focus indicator is not visible on the select all and clear all button 3. Home page > Interactive elements under Trending Liveboards does not have visible focus indicator
3.1.2 Language of Parts (Level AA)	Not Applicable	Application uses only one language "English" throughout web pages. There is no passage or phrase available in another language where the language of that content needs to be defined.
3.2.3 Consistent Navigation (Level AA)	Supports	Repeated components, such as navigation links, are occurring in the same order on every page of the application, which helps the user to predict the location of various UI elements on every screen.
3.2.4 Consistent Identification (Level AA)	Supports	Elements that have the same functionality across multiple pages in the application are identified with the same label and same role.
3.3.3 Error Suggestion (Level AA)	Supports	Error messages available are descriptive enough for users to understand and resolve the problem.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	This success criterion pertains to legal commitments, financial data, and other areas that carry significant risks if users are not given the opportunity to review or revert their data before submission. However, this application does not include any forms associated with such risks.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA)	Partially Supports	Most of the dynamic changes and alerts are automatically identified by assistive technology (Screen readers). However, there are a few exceptions where changes and alerts are not announced automatically. **Few Exceptions:** 1. Add to favourite dialog > Select all' & 'Clear all' Status message is not announced 2. Data page > Screen reader does not announce table Sorted announcement 3. Help > Search results are not announced by the screen reader 4. Answer page > Screen reader does not notify error on selecting more than three checkboxes. 5. Search data > Pinned status message is not announced

Revised Section 508 Report

Notes

Chapter 3: **Functional Performance Criteria** (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The application has good support for users with visual disabilities as they can access most of the web content using screen readers. For example, most of the headings, links, paragraphs, etc. elements have been tagged using HTML semantic markup; appropriate name, role, value, and state is defined for most of the custom-built user interface components; screen reader programmatically notifies some dynamic updates on the web pages. However, there are a few exceptions, where some web elements/features are not properly accessible using the screen readers. **Few Exceptions**: 1. Home page > 'Search' icon and '?' icon button does not have an accessible name 2. Home page > Share dialog > Error message is not announced by the screen reader 3. Search Data > Selected state of the button not announced 4. Admin > Table implementation is incorrect. 5. Liveboards > Interactive graph is not provided with text alternative 6. Liveboards > Heading hierarchy is not followed throughout the page

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	Most of the components in the pages are easily readable/operable when the content is magnified up to 200% browser zoom, and application also has good support for text reflow on many pages. The color contrast ratio of most of the text elements is equal to or greater than the standard ratio 4.5:1. However, there are a few exceptions where the application does not support text resize and reflow. **Few Exceptions:** 1. Analyst studio > "All workspace member" text fails to meet the contrast ratio of 4.5:1 2. Liveboards > content not visible on 400% browser zoom and there is no alternative way to scroll or navigate to the page 3. Home page> The header contents overlapped with the main content when zoomed to 200%
302.3 Without Perception of Color	Partially Supports	Application has good support for the users without color perception in most instances. Wherever color is used to convey some meaningful information, it is accompanied with a text-based alternative that does not rely on color to interpret the same information. However, there is an exception where color alone is used to convey the information. **Exception:** 1. Data > Edit model > Change of color from blue to green is used to convey the "Saved Changes" Information, there is no text alternative provided

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports	Open captions are provided for the audio - visual multimedia content available in the application.
302.5 With Limited Hearing	Supports	Open captions are provided for the audio - visual multimedia content available in the application.
302.6 Without Speech	Not Applicable	Speech is not required to complete any task or activity in this application.
302.7 With Limited Manipulation	Not Applicable	There are no such complicated keyboard actions required in the application to perform any task, which requires simultaneous actions or fine motor control.
302.8 With Limited Reach and Strength	Partially Supports	Application has good support for people with limited mobility. Most of the interactive elements like buttons, links, are operable using keyboard or keyboard interfaces; focus order is logical in many instances; And TAB focus indicator is visible for most of the active user interface elements. However, there are a few exceptions, where keyboard operation is not adequate. **Few Exceptions:** 1. Home page > Contextual menu is not accessible using keyboard 2. Admin > Authentication > More & Help buttons are not keyboard accessible 3. Data page > Interactive elements present in the table are not accessible using keyboard 4. Home page > When dialog is launched, Focus does not return to the triggered element 5. Share dialog > Focus moves twice to the input fields

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Most of the application content has good support for user with cognitive disabilities due to following reasons: 1. Application does not have any moving text/images/ animations, which disrupts reading. 2. Application does not have any multimedia, which plays automatically and confuses the user. 3. Application does not have any flashing object, which causes seizure for the persons with photosensitive epilepsy. However, there are a few exceptions, where visual label is not available for some inputs. **Few Exceptions:** 1. Answer page > No visual label provided for the LiveBoard name field. 2. Data page > No Visual label provided for zoom combo box

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	Does Not Support	Application does not have an 'Accessibility' section, which describes accessibility and compatibility features of the application and its support with different assistive technologies.
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.1 section

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Since the application provides information in the digital medium therefore: it allows user to access the 'Support Services' feature for further help regarding the digital content and documentation. There is no such requirement of alternate formats for non-electronic support documentation as support services are available electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does Not Support	Application does not have an 'Accessibility' section, which describes compatibility and accessibility features of the application and its support with different assistive technologies.
603.3 Accommodation of Communication Needs	Does Not Support	There is no phone number mentioned, using which user can contact tech support. Also, there is no specific support service available to meet end users with disabilities.