

Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Application Name: GALE Demographics Now

Report Date: March 31, 2021

Evaluation Methods Used:

- **Automated Testing:** aXe automated plugin has been used for initial scanning of different pages present in the ‘Gale Legal Forms’ 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 2020, NVDA 2020, and Voiceover on Windows 10/Mac Platforms. Apart from these screen readers below assistive tools are used to validate the accessibility success criteria’s:
 - Keyboard Controls
 - Speech Recognition (Dragon)
 - Steve Faulkner Text Spacing Bookmarklet
 - Color Contrast Analyser
 - Browser Zoom

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)
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)

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.

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 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	<p>At most of the instances, where an image/ icon is used to convey some meaningful information, it is accompanied with equivalent text alternative for visually impaired/ screen reader users. However, there are a few exceptions, where some decorative icons are not hidden from screen reader's virtual focus, and textual alternative is not provided for some of the image-based content.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Home > Navigation > Screen reader focus unnecessarily moves to all the decorative graphics present in "Navigation" section. 2. Home > Maps > The places available in the maps are in image form only and there is no alternative text for the same.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no audio only or video only content available in the Application.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded multimedia content available in the Application.
1.2.3 Audio Description or Media Alternative	Not Applicable	There is no pre-recorded multimedia content available in the

Criteria	Conformance Level	Remarks and Explanations
(Prerecorded) (Level A)		Application.
1.3.1 Info and Relationships (Level A)	Partially Supports	<p>Screen reader identifies most of the information available in the application with proper semantics, and user is able to perceive the relationship between various elements available in the application. However, there are a few exceptions where visually impaired user face difficulties in understanding the information and its corresponding relationship:</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Home > Carousel > Screen reader reads all 4 carousel slides without navigating to them. 2. People and Companies > search tab > Company name > Checkboxes are not programmatically associated with their corresponding label and legend text. 3. Demographics > Run "Age by Sex Comparison" Report > Row header association is not provided within the report table. 4. Demographics > Run "Age by Sex Comparison" Report > Report title is not tagged in heading. 5. Home > Screen reader reads the hidden content "My library" just before "Logout link."
1.3.2 Meaningful Sequence (Level A)	Partially Supports	<p>Screen reader reads all the content present in the Application in a meaningful sequence using arrow keys. However, there are few exceptions, where reading order is not logical for screen reader users.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Home > People and Companies > Reading sequence is incorrect using screen reader. 2. Home > Navigation > Text label is provided after the input field

Criteria	Conformance Level	Remarks and Explanations
		which makes reading sequence incorrect for screen reader users.
1.3.3 Sensory Characteristics (Level A)	Partially Supports	<p>Several symbols & shapes are used throughout the application to convey specific information for example: 'Left/ Right Arrows' for Next/ Previous buttons etc. Most of these shapes are provided with equivalent text alternative to convey the same information to assistive technology users. However, there are few exceptions, where information is based upon the shape and the size of particular component, and appropriate label or instruction is not provided for screen reader users to access this information.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Maps > Geometry tools > Shapes present under 'Create Customs geography' are not accessible using screen reader. 2. People and Companies > Instruction text "Check the boxes to the left" is not properly understandable to screen reader users.
1.4.1 Use of Color (Level A)	Supports	Wherever color is used to convey some meaningful information in the Application, it is accompanied with an alternative that does not rely on color to interpret the same information.
1.4.2 Audio Control (Level A)	Not Applicable	There is no such audio available in the Application, which plays automatically as soon as any page is launched.
2.1.1 Keyboard (Level A)	Partially Supports	<p>Application has many interactive user interface components like buttons, links, dropdowns, and most of these elements are operable using a keyboard for screen reader/ keyboard users. However, there are a few exceptions, where it is difficult for screen reader/ keyboard only user to access some of these interactive elements using a keyboard.</p> <p>Few Exceptions:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ol style="list-style-type: none"> 1. Home > Navigation > Screen reader user is unable to access all the typeahead results present within the 'Geo-Filter' edit field using keyboard. 2. Maps > Screen reader users and keyboard users are unable to drag and drop 'Street view Pegman control' activity using keyboard. 3. Maps > 'Pegman' button is not accessible using keyboard
2.1.2 No Keyboard Trap (Level A)	Supports	Screen reader/Keyboard focus is not getting trapped anywhere throughout the Application.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	Single key character shortcuts are not used anywhere in the Application.
2.2.1 Timing Adjustable (Level A)	Not Applicable	There is no such time-based activity available in the Application.
2.2.2 Pause, Stop, Hide (Level A)	Does Not Support	At most of the instances, application does not have any moving/auto-updating content. However, there is a dynamic carousel present on the homepage, for which pause/stop mechanism is not available.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	There is no flashing / blinking content available in the Application.
2.4.1 Bypass Blocks (Level A)	Does Not Support	"Skip to main Content" link is not provided at the top of the pages available that helps keyboard users to bypass the repetitive blocks of content, and directly jump to the main region of the page.
2.4.2 Page Titled (Level A)	Supports	Unique and descriptive title such as "Gale Business: DemographicsNow - Home," "Gale Business: DemographicsNow - People & Companies," etc. is provided for all the pages available in Application.
2.4.3 Focus Order (Level A)	Partially Supports	Screen reader/ keyboard focus moves in a meaningful sequence on majority of instances. However, it has been observed that while interacting with few UI components, focus does not automatically

Criteria	Conformance Level	Remarks and Explanations
		<p>move to the correct destination.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Home > My library links > On selecting My library links, screen reader focus does not automatically shift to the updated 'My library' dialog. 2. Home > My library links > Screen reader focus does not remain constrained within the 'My library' dialog. 3. Home > Options drop down > Create Locations > Enter an address > On selecting close from the error window, screen reader focus does not come back to "add point button". 4. People and Companies > On interacting with any check-box, screen reader focus moves to top of the page.
<p>2.4.4 Link Purpose (In Context) (Level A)</p>	<p>Partially Supports</p>	<p>Most of the links available in the application are provided with meaningful link text, which specifies the link purpose and its target destination to the assistive technology users. However, there are few exceptions, where ambiguous link text is present for some of the links.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Home > Unclear link text "menu" is provided for "Help" link. 2. People and Companies > search Results > Link text is not meaningful for pagination links. 3. [aXe] [Global]: Home> Links must have discernible text.
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p>	<p>Not Applicable</p>	<p>Multi-point or Path -based gestures such as “dragging”, or “drawing a complex path” are not required to perform any function in Application.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p>	<p>Supports</p>	<p>All the interactive controls present in the application are getting</p>

Criteria	Conformance Level	Remarks and Explanations
		activated on an UP event. Even if user accidentally clicks on a control, S/he can move away from its target area and lift up the pointer to abort the action.
2.5.3 Label in Name (Level A 2.1 only)	Partially Supports	<p>Motor impaired users can activate most of the interactive elements by calling their visible text labels using a speech recognition tool like 'Dragon'. However, there are few exceptions, where some elements cannot be activated by calling their visible text label.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. [Global] Homepage> Options Dropdown> Dragon user is unable to activate the available options 'Create Location(s), Geography List and Reset to entire U.S.' menu links under 'Options' menu using their visible link text. 2. Maps> Dragon user is unable to activate any of the available form fields using their visible link/ label text. 3. Maps> Dragon user is unable to perform the available map functions using the dragon commands.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Evaluated	<p>This checkpoint requires the use of a device that has motion sensors. This audit does not include a tablet or mobile device with motion sensors to test for this requirement.</p>
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 pages present in the Application.
3.2.1 On Focus (Level A)	Supports	Application does not have any such feature / functionality, which triggers a change of context on receiving keyboard focus.
3.2.2 On Input (Level A)	Supports	There is no such functionality available in the Application where change of context happens while changing the setting of any UI component.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A)	Supports	All the error/feedback messages available in the Application are provided in textual format, which can be easily read using screen reader
3.3.2 Labels or Instructions (Level A)	Partially Supports	<p>Most of the UI elements present in the application are provided with appropriate and meaningful text labels, which specify the purpose of these elements to the assistive technology users. However, there is an exception, where visual text label is not provided for a form element.</p> <p>Exception:</p> <ol style="list-style-type: none"> 1. Home > Options drop down > Create Locations > Visual text label is missing for distance combo-box
4.1.1 Parsing (Level A)	Partially Supports	<p>Application has been tested on Win 10/Chrome, Win 10/Firefox and Mac/Safari platforms using NVDA, Voiceover and JAWS screen readers respectively. No parsing or compatibility concerns have been observed in the application with user agent and the assistive technology. However, while reviewing the source code of pages available in the application using axe tool, we came across one code level issue that could cause parsing or compatibility concern.</p> <p>Exception:</p> <ol style="list-style-type: none"> 1. [aXe][Global]: Home> Application contains multiple id with same attribute values.
4.1.2 Name, Role, Value (Level A)	Partially Supports	<p>Application has many interactive elements like buttons, links, dropdowns etc., which are provided with proper name, role, state and value which helps screen reader user to know the actual purpose and nature of these components. However, there are some components where appropriate name, role and state are not defined for assistive technology users.</p> <p>Few Exceptions:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ol style="list-style-type: none"> 1. Home > My library links > No interactive role is given for 'Close' button present in the 'My library' dialogue 2. Home > Options drop down > Create Locations > Screen reader reads, "Please select location format" Combo-box as 'Read-only edit field.' 3. People and Companies > screen reader reads interactive elements "Expand All" and "None" as plain text. 4. People and Companies > An incorrect role "link" is provided for 'Search' and 'Results' tab 5. Home > Maps > More Options > Screen reader reads elements like Thematic Control, Geometry Tools, etc. as plain text, and reads their options without expanding.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no live multimedia content present in the Application.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	There is no multimedia content available in the Application.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only)	Not Evaluated	This checkpoint requires the use of a device that has orientation sensors. This audit does not include a tablet or mobile device with orientation sensors to test for this requirement.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Not Applicable	There are no such input fields available in the application, which collect user's personal information (such as user's email or mobile phone number), and where purpose of the form field needs to be programmatically defined using type or autocomplete attributes.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	<p>Application has sufficient contrast ratio i.e., 4.5:1 for most of the color combinations used for regular text and its background. However, there are few exceptions, where contrast ratio is not sufficient for low vision users to distinguish the text from its background.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Home > Navigation > Color contrast ratio of 4.5:1 fails for link text "Logout." 2. Home > Navigation > My Library Links > Color contrast ratio of 4.5:1 fails for content of 'My Library Links' like My Library: omni, Gale, Databases, etc. 3. Home > Footer > Color contrast ratio of 4.5:1 fails for About, Contact us, etc. links. 4. Home > Header > Menu button > Help > Color contrast ratio of 4.5:1 fails for all the links present in 'Help and Information' section.
1.4.4 Resize text (Level AA)	Partially Supports	<p>Most of the Application content is easily operable and accessible after resizing the text up to 200% browser zoom. However, there is an exception, where page layout does not properly support 200% magnification level.</p> <p>Exception:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ol style="list-style-type: none"> [Global]Home> Header> Link 'Logout' and 'MyLibrary' is not visible at 200 browser zoom.
<p>1.4.5 Images of Text (Level AA)</p>	<p>Supports</p>	<p>Regular text, HTML and CSS are used to provide different visual presentations to all of the meaningful content.</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>After resizing the application content up to 400% browser zoom on a standard desktop screen, most of the content reflow vertically in one column. However, there is an exception, where the page layout does not properly support 400% browser zoom, as some loss of information is observed at this magnification level.</p> <p>Exception:</p> <ol style="list-style-type: none"> [Global]Home> Links 'Logout', 'My Library Links', 'Reports', 'File Upload' and 'Tutorials' are not visible at 400 browser zoom.
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>Application provides sufficient contrast for different active user interface components. Most of the 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 contrast ratio is less than the standard ratio of 3:1 for the some of the non-text elements.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> Home> Header> Color contrast ratio of focus indicator over 'Options' dropdown button is less than the standard ratio 3:1. [Global]Home > People and Companies > Select a List type> Color contrast ratio of 'Help/Instructions' icon is less than the standard ratio 3:1. Home > People and Companies> Search> Company Name> Color contrast ratio of 'Close' and 'Expand' button' is less than the standard ratio 3:1.

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1.4.12 Text Spacing (Level AA 2.1 only)	Supports	This success criterion has been validated for persons with low vision and reading disabilities using Steve Faulkner’s Text Spacing Bookmarklet. All the content present in the application is easily readable and accessible after adjusting the text spacing using this tool.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Not Applicable	No additional content is displayed when any UI element receives hover or keyboard focus.
2.4.5 Multiple Ways (Level AA)	Supports	The resources available in Application can be accessed by multiple ways. These can be accessed via ‘Search’ feature present on page header, navigation links available on page header, etc.
2.4.6 Headings and Labels (Level AA)	Partially Supports	<p>Most of the headings and labels present in Application content are descriptive enough to understand the context and purpose of the content associated with them. However, there is an exception, where descriptive label is not present for the form element.</p> <p>Exception:</p> <ol style="list-style-type: none"> Home > Options drop down > Create Locations > Descriptive label is not provided for 'Please select' combo box.
2.4.7 Focus Visible (Level AA)	Partially Supports	<p>At most of the instances a clear focus indicator appears when tab focus moves to any interactive component. However, there is an exception, where focus is not properly visible on an interactive element.</p> <p>Exception:</p> <ol style="list-style-type: none"> Home> Maps> Upload Geography> Tab focus is not visible on 'Attach a file' button.
3.1.2 Language of Parts (Level AA)	Not Applicable	Application content is available in English language only. There is no change in language throughout the application.
3.2.3 Consistent Navigation (Level AA)	Supports	Repeated components such as the navigation links are occurring in the

Criteria	Conformance Level	Remarks and Explanations
		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 such as the Next and Previous buttons, which have the same functionality across multiple pages are provided with same name and role throughout the Application.
3.3.3 Error Suggestion (Level AA)	Partially Supports	<p>At most of the instances, feedback/error messages appearing in the application are clear enough to understand and rectify the available errors. However, there are a few exceptions, where error messages are not descriptive.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Home> Options drop down> Create Locations> Enter an address> No unique error suggestion text is provided on error dialog box. 2. File upload tab > Invalid File Upload > Error message is not descriptive.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not applicable	There is no such feature available in Application where user needs to make any legal or financial commitment.
4.1.3 Status Messages (Level AA 2.1 only)	Does not Support	<p>At most of the instances, success/progress/completion status of any task or process is not programmatically available to assistive technology users. Screen reader does not automatically notify when any dynamic change occurs in application, for example: loading status of a page, error/success messages, etc.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Home > On selecting any search results, screen reader does not automatically read the success message "Location Set!." 2. Home > Options drop down > Create Locations > Enter an address > screen reader does not automatically notify the changes that

Criteria	Conformance Level	Remarks and Explanations
		<p>takes place in the table while selecting 'Add point' button.</p> <ol style="list-style-type: none"> 3. People and Companies > Search > Screen reader does not notify automatically when search results appear on page. 4. Home> Logout > On selecting "Access demographicsnow" link, Screen reader does not automatically read the loading status of the page.

Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>Application has good support with JAWS, NVDA, and VoiceOver screen readers on Win 10/ Chrome 89, Win10/ Firefox 86 and Mac/ Safari platforms respectively. Visually impaired users are able to navigate and access most of the components available in the application using screen readers. However, there are a few exceptions, where a screen reader user faces some difficulty in understanding and accessing the information.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Home > Navigation > Screen reader focus unnecessarily moves to all the decorative graphics present in "Navigation" section. 2. Home > Maps > The places available in the maps are in image form only. 3. Home> Carousel > Screen reader reads all 4 carousel slides without navigating to them.

Criteria	Conformance Level	Remarks and Explanations
		<ol style="list-style-type: none"> 4. People and Companies > search tab > Company name > Checkboxes are not programmatically associated with their corresponding label and legend text. 5. Home> My library links > No interactive role is given for 'Close' button present in the 'My library' dialogue 6. Home > Options drop down > Create Locations > Screen reader reads "Please select location format" Combo-box as 'Read-only edit field.'
302.2 With Limited Vision	Partially Supports	<p>Most of the components present in the application are easily readable/operable when content is magnified up to 200% or 400% browser zoom. Color scheme is also appropriate and color contrast ratio of most of the text elements is equal to or greater than standard ratio 4.5:1. However, there are few instances where low vision user will find it difficult to read the text with low contrast, or the text which is getting truncated on resizing the page up to 200% or 400% browser zoom.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Home > Navigation > Color contrast ratio of 4.5:1 fails for link text "Logout." 2. Home > Navigation > My Library Links > Color contrast ratio of 4.5:1 fails for content of 'My Library Links' like My Library: omni, Gale, Databases, etc. 3. [Global]Home> Header> Link 'Logout' and 'MyLibrary' is not visible at 200 browser zoom. 4. [Global]Home> Links 'Logout', 'My Library Links', 'Reports', 'File Upload' and 'Tutorials' are not visible at 400 browser zoom. 5. Home> Header> Color contrast ratio of focus indicator over

Criteria	Conformance Level	Remarks and Explanations
		<p>'Options' dropdown button is less than the standard ratio 3:1.</p> <p>6. [Global]Home > People and Companies > Select a List type> Color contrast ratio of 'Help/Instructions' icon is less than the standard ratio 3:1.</p>
302.3 Without Perception of Color	Supports	Wherever color is used to convey some meaningful information in the application, it is accompanied with an alternative that does not rely on color to interpret the same information.
302.4 Without Hearing	Not Applicable	There is no multimedia content available in the Application.
302.5 With Limited Hearing	Not Applicable	There is no multimedia content available in the Application.
302.6 Without Speech	Not Applicable	Speech is not required to complete any task or activity in the 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	<p>While navigating in the Application using screen reader/keyboard, focus moves to most of the interactive elements in a logical order, and user is able to operate various interactive components using keyboard controls. However, there are a few exceptions where screen reader/keyboard only user is not able to operate interactive elements using keyboard controls.</p> <p>Few Exceptions:</p> <ol style="list-style-type: none"> 1. Home > Navigation > Screen reader user is unable to access all the typeahead results present within the 'Geo-Filter' edit field using keyboard. 2. Maps > Screen reader users and keyboard users are unable to drag and drop 'Street view Pegman control' activity using

Criteria	Conformance Level	Remarks and Explanations
		<p>keyboard.</p> <ol style="list-style-type: none"> 3. Home > My library links > On selecting My library links, screen reader focus does not automatically shift to the updated 'My library' dialog. 4. Home > My library links > Screen reader focus does not remain constrained within the 'My library' dialog. 5. Home > Options drop down > Create Locations > Enter an address > On selecting close from the error window, screen reader focus does not come back to "add point button". 6. Home> Maps> Upload Geography> Tab focus is not visible on 'Attach a file' button.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Support	Most of the features present in the application have good support for user with cognitive disabilities. For e.g. There is no multimedia, which plays automatically on page load and confuse the user, no flashing object is available that causes seizure, etc. However, there is an auto-updating carousel present on the homepage, which disrupts in reading, and no pause/stop mechanism is provided for the same.

Chapter 6: Support Documentation and Services

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

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	There is an Accessibility link present in the footer section where all the information regarding accessibility and compatibility of the Application is provided.
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	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	Supports	There is an Accessibility link present in the footer section where all the information regarding accessibility and compatibility of the application is provided. In addition, users can call or email to customer support regarding any other information.
603.3 Accommodation of Communication Needs	Supports	There is an Accessibility link present in the footer section, which provides the information regarding the customer support or any other accessibility documentations. User can e-mail or call Customer Service regarding any assistance that they may require.