# Vernier Software & Technology

# Accessibility Conformance Report

# Revised Section 508 Edition – VPAT® Version 2.4

## Name of Product/Version: LabQuest Viewer Computer Software

## Product Description: Software that displays and controls one or more LabQuest device screens using a computer.

## Report Date: June 15, 2020

## Contact Information: [support@vernier.com](mailto:support@vernier.com)

## Notes: The primary use of this software is for teachers using a computer and a projector (or interactive whiteboard) to display the screen of a LabQuest data collection interface for demonstrations and class discussions. Since the screen contents of a LabQuest can be displayed on a computer monitor and the device interactions completed using a computer mouse or with a computer touch screen, this software can be beneficial for individuals having limited sight and/or restrictive fine-motor skills that are using a LabQuest device.

## This software is not designed for use by the blind. For blind users that are also using LabQuest 2, we recommend the [SciVoice Talking LabQuest version 2](http://independencescience.com/talking-lab-quest-2/). The Talking LabQuest 2 is a LabQuest 2 unit running specialized software that adds the talking functionality to the device. For blind users that want to use a computer for data collection, we recommend the [Talking Logger Pro](http://independencescience.com/product/talking-logger-pro/). Windows® computers with a JAWS® screen reader utilize JAWS scripts to provide voice navigation and non-visual access when using Vernier Logger *Pro*®3 software. Both of these options are available from Independence Science. For more information, contact Independence Science at 1-866-862-9665 or visit their web site <http://independencescience.com>.

## Evaluation Methods Used: Testing is based on general product knowledge

## Applicable Standards/Guidelines

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

|  |
| --- |
| Standard/Guideline |
| [Web Content Accessibility Guidelines 2.0](http://www.w3.org/TR/2008/REC-WCAG20-20081211) for levels A and AA |
| [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) |

## 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.

## 

## WCAG 2.0 Report

This information also documents conformance with the following:

* 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-Supports ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### Success Criteria, Levels A and AA

Notes: This entry is for software and Supports documents. LabQuest Viewer software is not a Web or Authoring tool. The main feature of this software is the VNC display of the screen of a LabQuest device. Programmatic control of the screen is done on the LabQuest itself and not in the LabQuest Viewer software. Information on what is being displayed on the LabQuest screen is not available to assistive technologies through the LabQuest Viewer software. Other features of the software, such as those related to the selection of LabQuest units to display, are Supports with assistive technologies.

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Does Not Support | | The displayed screen of a LabQuest cannot be read by assistive devices nor is there equivalent alternative text that serves the same purpose. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Not Applicable  Software: Not Applicable | | There is no prerecorded audio or video content used in the software or user documentation of LabQuest Viewer software. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Not Applicable  Software: Not Applicable | | There is no prerecorded audio content used in the software or user documentation of LabQuest Viewer software. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Not Applicable  Software: Not Applicable | | There is no prerecorded audio content used in the software or user documentation of LabQuest Viewer software. |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Not Applicable  Software: Not Applicable | | There is no live audio content or synchronized media used in the software or user documentation of LabQuest Viewer software. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Not Applicable  Software: Not Applicable | | There is no prerecorded video content used in the software or user documentation of LabQuest Viewer software. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Partially Supports | | The structure and relationships conveyed through presentation on the displayed LabQuest screen cannot be programmatically determined and not available in text. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Partially Supports | | The content presentation sequence of the displayed LabQuest screen cannot be programmatically determined. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding)(Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Partially Supports | | Navigating the displayed LabQuest screen depends solely on visual location of the elements. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | The LabQuest Viewer software does not rely on color. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Not Applicable  Software: Not Applicable | | The LabQuest Viewer software does not use audio. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software adheres to the contrast rule. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software text can be resized via screen resolution changes without loss of readability of the text. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | Text can be part of a displayed LabQuest screen and therefore can be considered an image of text with respect to the LabQuest Viewer software. The size of the LabQuest screen is customizable without affecting readability of the text. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Partially Supports | | Keyboard shortcuts related to the displayed LabQuest screen are not always applicable to the LabQuest. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software does not contain any known keyboard traps within the software. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Not Applicable  Software: Supports | | There are no time limits set for content within the LabQuest Viewer Software. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Not Applicable  Software: Supports | | Changes to a displayed LabQuest screen are controlled by changes made to the LabQuest itself. The LabQuest only has automatic updates of information during data collection. The rate of updates is controlled through user settings on the LabQuest and must be applied prior to initiating data collection. |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software does not use flashing to convey user information. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) – Does not apply to non-web software * 602.3 (Support Docs) – Does not apply to non-web docs | | Electronic Docs: Supports  Software: Not Applicable | | LabQuest Viewer software user documentation does not knowingly use repeated blocks of content. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software user documentation pages are titled.  LabQuest Viewer software is a single-page application. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Partially Supports | | Focus order of the elements of the displayed LabQuest screen are not included in the focus order of the LabQuest Viewer software. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Not Applicable | | LabQuest Viewer software user documentation uses readable link text.  LabQuest Viewer software does not utilize links. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA)  Also applies to:  Revised Section 508   * 501 (Software) – Does not apply to non-web software * 602.3 (Support Docs) – Does not apply to non-web docs | | Electronic Docs: Not Applicable  Software: Not Applicable | | LabQuest Viewer software is not web-based software and user documentation is not web-based content. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software uses descriptive heading labels when used in the software. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software uses visual indicators to represent which section of the software has focus. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Does Not Support  Software: Supports | | LabQuest Viewer software user documentation is always in English; because of this, the language has not been programmatically set.  LabQuest Viewer software programmatically uses the default language of the operating system of the computer. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Does Not Support  Software: Does Not Support | | The language of the LabQuest Viewer software user documentation cannot be determined programmatically. It is always in English.  The language of a displayed LabQuest does not necessarily match the language used by the LabQuest Viewer software. The LabQuest Viewer software cannot programmatically determine the language of a displayed LabQuest. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software does not change the context of an object when it receives focus in the software or in the help documentation. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software does not automatically change the context of a user interface component when a setting within the user interface component is changed. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA)  Also applies to:  Revised Section 508   * 501 (Software) – Does not apply to non-web software * 602.3 (Support Docs) – Does not apply to non-web docs | | Electronic Docs: Not Applicable  Software: Not Applicable | | LabQuest Viewer software is not web-based software and user documentation is not web-based content. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA)  Also applies to:  Revised Section 508   * 501 (Software) – Does not apply to non-web software * 602.3 (Support Docs) – Does not apply to non-web docs | | Electronic Docs: Not Applicable  Software: Not Applicable | | LabQuest Viewer software is not web-based software and user documentation is not web-based content. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software identifies error conditions and the error is described in text. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software includes labels on all user input fields. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software provides error information whenever an error condition is automatically detected and suggested corrections are known. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software does not interact with any systems or web pages that would have a user make a legal commitment or financial transaction of any kind. LabQuest Viewer software does not link to user-controllable data in any data base. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software follows all rules involving parsing of content provided using markup languages. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A)  Also applies to:  Revised Section 508   * 501 (Software) * 602.3 (Support Docs) | | Electronic Docs: Supports  Software: Supports | | LabQuest Viewer software adheres to name and role guidelines for all UI elements and notification of changes to these items are available to assistive technologies. |

## Revised Section 508 Report

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#302-functional-performance-criteria) (FPC)

Notes: The main feature of this software is the VNC display of the screen of a LabQuest device. Programmatic control of the screen is done on the LabQuest itself and not in the LabQuest Viewer software. Information on what is being displayed on the LabQuest screen is not available to assistive technologies through the LabQuest Viewer software. Other features of the software, such as those related to the selection of LabQuest units to display, are Supports with assistive technologies.

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 302.1Without Vision | Does Not Support | The LabQuest Viewer software is not designed for users without vision. |
| 302.2 With Limited Vision | Partially Supports | The LabQuest Viewer software is not designed for limited vision users that require an auditory mode of operation. |
| 302.3Without Perception of Color | Supports | Perception of color is not required when using LabQuest Viewer software. |
| 302.4Without Hearing | Supports | Perception of sound is not required when using LabQuest Viewer software. |
| 302.5With Limited Hearing | Supports | Perception of sound is not required when using LabQuest Viewer software. |
| 302.6Without Speech | Supports | Speech is not used for input with LabQuest Viewer software. |
| 302.7With Limited Manipulation | Supports | Software is operable with a keyboard that supports operation with users having limited fine-motor skills. |
| 302.8With Limited Reach and Strength | Supports | Reach and Strength are not required when using LabQuest Viewer software. |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Partially Supports | LabQuest Viewer software can be used by K-5 level students with general support from an instructor. |

### Chapter 4: [Hardware](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#401-general)

Notes: LabQuest Viewer software is computer software. Hardware standards do not apply to this product.

### Chapter 5: [Software](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#501-general)

Notes: The main feature of this software is the VNC display of the screen of a LabQuest device. Programmatic control of the screen is done on the LabQuest itself and not in the LabQuest Viewer software. Information on what is being displayed on the LabQuest screen is not available to assistive technologies through the LabQuest Viewer software. Other features of the software, such as those related to the selection of LabQuest units to display, are Supports with assistive technologies.

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| **501.1 Scope – Incorporation of WCAG 2.0 AA** | See [WCAG 2.0](#WCAG) section | See information in WCAG 2.0 section |
| [***502 Interoperability with Assistive Technology***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#502-interoperability-assistive-technology) | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Supports | LabQuest Viewer does not include any accessibility features. |
| 502.2.2 No Disruption of Accessibility Features | Supports | LabQuest Viewer software does not disrupt platform features designated accessibility features. |
| ***502.3 Accessibility Services*** | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Partially Supports | An object’s role, state(s), properties, boundary, name, and description from the displayed LabQuest screen are not programmatically determinable. |
| 502.3.2 Modification of Object Information | Partially Supports | States and properties from the displayed LabQuest screen that can be set by the user are not capable of being set programmatically. |
| 502.3.3 Row, Column, and Headers | Partially Supports | Objects from the displayed LabQuest screen that are in a data table are not programmatically determinable. |
| 502.3.4 Values | Partially Supports | Any value(s), and any set or range of allowable values associated with an object from the displayed LabQuest screen are not programmatically determinable. |
| 502.3.5 Modification of Values | Partially Supports | Values from the displayed LabQuest screen that can be set by the user cannot be set programmatically. |
| 502.3.6 Label Relationships | Partially Supports | Any relationship that a component has as a label for another component, or of being labeled by another component from the displayed LabQuest screen cannot be determined programmatically. |
| 502.3.7 Hierarchical Relationships | Partially Supports | Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component from the displayed LabQuest screen cannot be determined programmatically. |
| 502.3.8 Text | Partially Supports | The content of text objects, text attributes, and the boundary of text rendered to the screen from the displayed LabQuest screen cannot be determined programmatically. |
| 502.3.9 Modification of Text | Partially Supports | Text that can be set by the user from the displayed LabQuest screen cannot be set programmatically. |
| 502.3.10 List of Actions | Partially Supports | A list of all actions that can be executed from the displayed LabQuest screen cannot be determined programmatically. |
| 502.3.11 Actions on Objects | Partially Supports | Assistive technology cannot be used to programmatically execute available actions on a displayed LabQuest screen. |
| 502.3.12 Focus Cursor | Partially Supports | The software does not expose information and mechanisms necessary to track focus, text insertion point, and selection attributes on a displayed LabQuest screen. |
| 502.3.13 Modification of Focus Cursor | Partially Supports | Focus, text insertion point, and selection attributes that can be set by the user on a displayed LabQuest screen cannot be set programmatically. |
| 502.3.14 Event Notification | Partially Supports | Notification of events relevant to user interactions, including but not limited to, changes in the component’s state(s), value, name, description, or boundary, are not available to assistive technology for a displayed LabQuest screen. |
| 502.4 Platform Accessibility Features | Supports | LabQuest Viewer software is not platform software. |
| [***503 Applications***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#503-applications) | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Supports | LabQuest Viewer software permits user preferences from platform settings for color, contrast, font type, font size, and focus cursor. |
| 503.3 Alternative User Interfaces | Not Applicable | LabQuest Viewer software does not use alternative user interfaces. |
| ***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 | LabQuest Viewer software does not display videos with synchronized audio. |
| 503.4.2 Audio Description Controls | Not Applicable | LabQuest Viewer software does not provide audio description user controls. |
| [***504 Authoring Tools***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#504-authoring-tools) | Not Applicable | LabQuest Viewer software is not an authoring tool. |

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#601-general)

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| ***601.1 Scope*** | Heading cell – no response required | Heading cell – no response required |
| [***602 Support Documentation***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#602-support-documentation) | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | Does Not Support | LabQuest Viewer software documentation does not include accessibility and compatibility information. |
| 602.3 Electronic Support Documentation | See [WCAG 2.0](#WCAG) section | See information in WCAG 2.0 section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports | Support documentation is provided in electronic format. |
| [***603 Support Services***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#603-support-services) | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Does Not Support | Support services do not include information on accessibility and compatibility features. |
| 603.3 Accommodation of Communication Needs | Does Not Support | Support services do not include accommodation of communication needs. |