guidebook

Guidebook Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Guidebook

Report Date: August 2025

Product Description:

- **iOS Guidebook app**
- **Android Guidebook app**
- **Guidebook Web**
- **Event Marketing Website (EMW)**
- **End-User Registration site (Basic)**

Contact Information: Support@guidebook.com

Evaluation Methods Used: Browserstack Accessibility evaluation tools, VoiceOver, TalkBack, Xcode Accessibility Inspector, Accessibility Scanner

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** / No)
	Level AA (**Yes** / No)
	Level AAA (**Yes** / No)
Web Content Accessibility Guidelines 2.1	Level A (**Yes** / No)
	Level AA (**Yes** / No)
	Level AAA (Yes / **No**)
Web Content Accessibility Guidelines 2.2	Level A (Yes / **No**)
	Level AA (Yes / **No**)
	Level AAA (Yes / **No**)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(**Yes** / No)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(**Yes** / No)

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

Tables 1 and 2 also document conformance with:

- EN 301 549:
    - o Clause 9 - Web
    - o Clauses 10.1-10.4 of Clause 10 - Non-Web documents
    - o Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
    - o Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
    - o Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
    - o Chapter 6 - 602.3 Electronic Support Documentation

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

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Partially Supports Android: Partially Supports Guidebook Web: Partially Supports EMW: Supports Registration: Supports	iOS: Some labels could be improved to be more descriptive Android: Some labels could be improved to be more descriptive Guidebook Web: Interactive elements must have an accessible name; Alt-text needs to be added for images EMW: Within Gallery feature, Admins can add Alt-text for images Registration:
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports Android: Supports Guidebook Web: Supports EMW: Supports Registration: Not Applicable	iOS, Android, Guidebook Web, EMW: Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video and pre-recorded content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web)	Partially Supports	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video and pre-recorded content.

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Criteria	Conformance Level	Remarks and Explanations
- 10.1.2.2 (Non-web document) - 11.1.2.2 (Open Functionality Software) - 11.1.2.2 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)		Guidebook's Tours feature does allow admins to upload or record audio. We recommend admins provide a transcription of the audio in the description.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria - 9.1.3.1 (Web) - 10.1.3.1 (Non-web document) - 11.1.3.1.1 (Open Functionality Software) - 11.1.3.1.2 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	iOS: Partially Supports Android: Partially Supports Guidebook Web: Partially Supports EMW: Partially Supports Registration: Supports	iOS: Foundationally supports but could polish labels and relationships for better user experience Android: Foundationally supports but could polish labels and relationships for better user experience Guidebook Web: Minimal cleanup around and elements, and form labels EMW: Text intended to be a heading is not identified as one
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria - 9.1.3.2 (Web) - 10.1.3.2 (Non-web document) - 11.1.3.2.1 (Open Functionality Software) - 11.1.3.2.2 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs)	iOS: Partially Supports Android: Partially supports Guidebook Web: Supports EMW: Supports Registration: Supports	iOS: Meaningful sequence on a few screens, like Explore tab, needs to be updated Android: Meaningful sequence on a few screens, like guide download card and general info, needs to be updated

Criteria	Conformance Level	Remarks and Explanations

Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)		

1.3.3 Sensory Characteristics (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.1.3.3 (Web)
    ● 10.1.3.3 (Non-web document)
    ● 11.1.3.3 (Open Functionality Software)
    ● 11.1.3.3 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	iOS: Supports
	Android: Supports
	Guidebook Web: Supports
	EMW: Supports
	Registration: Supports	

1.4.1 Use of Color (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.1.4.1 (Web)
    ● 10.1.4.1 (Non-web document)
    ● 11.1.4.1 (Open Functionality Software)
    ● 11.1.4.1 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	iOS: Supports
	Android: Supports
	Guidebook Web: Supports
	EMW: Supports
	Registration: Supports	

1.4.2 Audio Control (Level A) Also applies to:	iOS: Not Applicable Android: Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Guidebook Web: Not Applicable EMW: Not Applicable Registration: Not Applicable	
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	iOS: Supports Android: SUpports Guidebook Web: Partially Supports EMW: Partially Supports Registration: Supports	Guidebook Web: Major improvement needed around interactive elements on Guidebook Web being made more easily accessible via keyboard navigation EMW: Display Map link, FAQ accordion, and Gallery videos need to be distinctly accessible by keyboard navigation
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software)	iOS: Supports Android: Supports Guidebook Web: Does Not Support EMW: Supports Registration: Supports	Guidebook Web: Due to lack of full 2.1.1 support, user is vulnerable to Keyboard Traps if using only keyboard navigation

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Not Applicable Android: Not Applicable Guidebook Web: Supports EMW: Supports Registration: Supports	
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS: Partially Supports Android: Partially Supports Guidebook Web: Partially Supports EMW: Partially Supports Registration: Partially Supports	iOS, Android, Guidebook Web, EMW: Some success and error toaster messages are temporary and disappear. Registration: Some success and error toaster messages are temporary and disappear. The ticket checkout timer is extendable.
2.2.2 Pause, Stop, Hide (Level A) Also applies to:	iOS: Supports Android: Supports	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Guidebook Web: Not Applicable EMW: Not Applicable Registration: Not Applicable	
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports Android: Supports Guidebook Web: Not Applicable EMW: Not Applicable Registration: Not Applicable	
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool)	iOS: Not Applicable Android: Not Applicable Guidebook Web: Does not support EMW: Does not support Registration: Does not support	Guidebook Web, EMW, Registration: Bypass block mechanisms needs to be implemented

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports Android: Supports Guidebook Web: Supports EMW: Supports Registration: Supports	iOS: Android:
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Partially Supports Android: Partially Supports Guidebook Web: Supports EMW: Supports Registration: Supports	iOS: Focus order on a few screens, like the Explore tab, needs to be updated Android: Focus order on a few screens, like guide download card and general info, needs to be updated

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports Android: Partially Supports Guidebook Web: Supports EMW: Partially Supports Registration: Supports	Android: End-user license agreement footer in profile settings is improperly grouped EMW: Footer social links must have discernible text
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports Android: Supports Guidebook Web: Supports EMW: Supports Registration: Supports	iOS and Android: Guidebook's Tour feature integrates with Google Maps and fully supports.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	iOS: Supports Android: Supports Guidebook Web: Supports EMW: Supports Registration: Supports	

Criteria	Conformance Level	Remarks and Explanations
● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
[2.5.3 Label in Name](#) (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Partially Supports Android: Partially Supports Guidebook Web: Supports EMW: Supports Registration: Supports	iOS: Label cleanup Android: Label cleanup
[2.5.4 Motion Actuation](#) (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports Android: Supports Guidebook Web: Not Applicable EMW: Not Applicable Registration: Not Applicable	iOS and Android: Guidebook's Audio Tour feature supports.
[3.1.1 Language of Page](#) (Level A) Also applies to: EN 301 549 Criteria ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) ● 11.3.1.1.1 (Open Functionality Software) ● 11.3.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs)	iOS: Supports Android: Supports Guidebook Web: Partially Supports EMW: Supports Registration: Supports	Guidebook Web: <html> element must have a lang attribute

Criteria	Conformance Level	Remarks and Explanations

Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)		

3.2.1 On Focus (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.3.2.1 (Web)
    ● 10.3.2.1 (Non-web document)
    ● 11.3.2.1 (Open Functionality Software)
    ● 11.3.2.1 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	iOS: Supports
	Android: Supports
	Guidebook Web: Supports
	EMW: Supports
	Registration: Supports	

3.2.2 On Input (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.3.2.2 (Web)
    ● 10.3.2.2 (Non-web document)
    ● 11.3.2.2 (Open Functionality Software)
    ● 11.3.2.2 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	iOS: Supports
	Android: Supports
	Guidebook Web: Supports
	EMW: Supports
	Registration: Supports	

3.3.1 Error Identification (Level A) Also applies to:	iOS: Supports Android: Supports	

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Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Guidebook Web: Supports EMW: Supports Registration: Supports	
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports Android: Supports Guidebook Web: Partially Supports EMW: Supports Registration: Partially supports	Guidebook Web: Form labels must be associated with content and Labels must be correctly associated with a form control in various areas Registration: Labels need to be correctly associated with form controls
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

Criteria	Conformance Level	Remarks and Explanations
11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS: Partially Supports Android: Partially Supports Guidebook Web: Partially Supports EMW: Partially Supports Registration: Partially Supports	iOS: Label cleanup Android: Label cleanup Guidebook Web: Interactive elements must have correct role assigned, select element must have an accessible name, Form elements must have labels, Elements must only use supported ARIA attributes, Buttons must have discernible text in various areas EMW: Footer social links must have discernible text; Gallery left and right arrows must have discernible text Registration: ARIA label cleanup needed

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software)	Web and Software: Supports	Web and Software: Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video and pre-recorded content.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web and Software: Supports	Web and Software: Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video and pre-recorded content.
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Does not support Android: Does not support Guidebook Web: Supports EMW: Supports Registration: Supports	iOS and Android: Critical functionality is lost in landscape so we restrict our application to Portrait only.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to:	iOS: Supports Android: Supports	Guidebook Web and Registration: Autocomplete attributes must have valid values

Criteria	Conformance Level	Remarks and Explanations

EN 301 549 Criteria
   ● 9.1.3.5 (Web)
   ● 10.1.3.5 (Non-web document)
   ● 11.1.3.5.1 (Open Functionality Software)
   ● 11.1.3.5.2 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Guidebook Web: Partially Supports
	EMW: Supports
	Registration: Partially supports	

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.1.4.3 (Web)
   ● 10.1.4.3 (Non-web document)
   ● 11.1.4.3 (Open Functionality Software)
   ● 11.1.4.3 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	iOS: Partially Supports
	Android: Partially Supports
	Guidebook Web: Partially Supports
	EMW: Supports
	Registration: Supports
		iOS, Android, Guidebook Web: Guidebook standard theme does not fully support. If Admins are Branded customers, they are able to control the theming of their Guidebook Web and can control their own color contrast
		EMW: Admins control their Registration site colors and therefore can control their own color contrast
		Registration: Admins control their Registration site colors and therefore can control their own color contrast

1.4.4 Resize text (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.1.4.4 (Web)
   ● 10.1.4.4 (Non-web document)
   ● 11.1.4.4.1 (Open Functionality Software)
   ● 11.1.4.4.2 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
	iOS: Partially Supports
	Android: Partially Supports
	Guidebook Web: Supports
	EMW: Supports
	Registration: Supports
		iOS and Android: Dynamic text resizing does not apply to all areas of the mobile app. We hope to enhance dynamic text sizing in certain areas but it would cause functionality loss in other areas.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS: Supports Android: Supports Guidebook Web: Does Not Support EMW: Supports Registration: Not Applicable	Guidebook Web: Alt-text is not a current functionality of any image added to Guidebook Web EMW: Any images added to the Gallery feature can have Alt-text added
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports Android: Partially Supports Guidebook Web: Partially Supports EMW: Supports Registration: Supports	Android: Some of the containers we currently use aren't as responsive as needed for full adaptability Guidebook Web: Content must not require two-dimensional scrolling or lose information at 400% zoom
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software)	iOS: Partially Supports Android: Partially Supports Guidebook Web: Partially Supports EMW: Supports Registration: Supports	iOS, Android, Guidebook Web: Guidebook standard theme does not fully support. If Admins are Branded customers, they are able to control the theming of their Guidebook Web and can control their own color contrast

Criteria	Conformance Level	Remarks and Explanations
11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		EMW: Admins control their EMW site colors and therefore can control their own color contrast Registration: Admins control their Registration site colors and therefore can control their own color contrast
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports Android: Supports Guidebook Web: Supports EMW: Supports Registration: Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports Android: Supports Guidebook Web: Supports EMW: Supports Registration: Supports	
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply	iOS: Supports Android: Supports Guidebook Web: Supports EMW: Supports Registration: Supports	

Criteria	Conformance Level	Remarks and Explanations
● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 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		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	iOS: Partially Supports Android: Partially Supports Guidebook Web: Partially Supports EMW: Supports Registration: Partially supports	iOS: Foundationally supports but could polish labels and relationships for better user experience Android: Foundationally supports but could polish labels and relationships for better user experience Guidebook Web: Labels must be correctly associated with form controls and Form label must be associated with content in various areas Registration: Labels need to correctly be associated with form controls
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	iOS: Partially Supports Android: Supports Guidebook Web: Partially Supports EMW: Supports Registration: Supports	iOS: Pop up modal not recognized by screen reader Guidebook Web: Element receiving keyboard focus must have a visible indicator

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.1.2 (Web) ● 10.3.1.2 (Non-web document) ● 11.3.1.2 (Open Functionality Software) – Does not apply ● 11.3.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	iOS: Supports Android: Supports Guidebook Web: Supports EMW: Supports Registration: Supports	
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 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	iOS: Not Applicable Android: Not Applicable Guidebook Web: Supports EMW: Supports Registration: Supports	
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply	iOS: Not Applicable Android: Not Applicable Guidebook Web: Supports EMW: Supports Registration: Supports	

Criteria	Conformance Level	Remarks and Explanations
• 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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		
[3.3.3 Error Suggestion](#) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Supports Android: Supports Guidebook Web: Supports EMW: Supports Registration: Supports	
[3.3.4 Error Prevention (Legal, Financial, Data)](#) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	iOS: Supports Android: Supports Guidebook Web: Supports EMW: Supports Registration: Supports	

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS: Supports Android: Supports Guidebook Web: Supports EMW: Supports Registration: Supports	

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports	Assessments within Forms does use red and green to indicate incorrect and correct answers, respectively; but there are check and cross marks as additional visual indicators to the colors
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	Supports	

Chapter 4: Hardware

Notes: Guidebook does not have a hardware product and therefore this table has been removed.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section	See information in WCAG 2.1 section
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Supports	
502.2.2 No Disruption of Accessibility Features	Supports	
502.3 Accessibility Services		
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Not Applicable	Tables are not a feature of the product.

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Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Supports	
502.3.5 Modification of Values	Supports	
502.3.6 Label Relationships	Supports	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Partially Supports	Device text size does not apply to the full product.
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Partially Supports	Does not meet all requirements under 502.4. Audio tours is the only functionality of our product that includes audio and we recommend admins provide a transcript in the description field
503 Applications		
503.2 User Preferences	Partially Supports	Device text size does not apply to the full product. Other accessibility settings, like contrast, may not reflect properly, as well, depending on the guide's or branded app's theme.
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Supports	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video and pre-recorded content.

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Criteria	Conformance Level	Remarks and Explanations
503.4.2 Audio Description Controls	Supports	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video and pre-recorded content.
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not Applicable	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	Supports	https://support.guidebook.com/
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Support phone number and public facing physical addresses to contact us for assistance
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	Support article on VPAT
603.3 Accommodation of Communication Needs	Supports	Support article on VPAT

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Clause 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	
4.2.2 Usage with limited vision	Supports	
4.2.3 Usage without perception of colour	Supports	Assessments within Forms does use red and green to indicate incorrect and correct answers, respectively; but there are check and cross marks as additional visual indicators to the colors
4.2.4 Usage without hearing	Supports	
4.2.5 Usage with limited hearing	Supports	
4.2.6 Usage with no or limited vocal capability	Supports	
4.2.7 Usage with limited manipulation or strength	Supports	
4.2.8 Usage with limited reach	Supports	
4.2.9 Minimize photosensitive seizure triggers	Supports	
4.2.10 Usage with limited cognition, language or learning	Supports	
4.2.11 Privacy	Supports	https://www.guidebook.com/privacy

Clause 5: Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality		
5.1.2 General		
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access		
5.1.3.1 Audio output of visual information	Partially Supports	Does not meet all requirements under 5.1.3.1. Audio tours is the only functionality of our product that includes

Criteria	Conformance Level	Remarks and Explanations
		audio and we recommend admins provide a transcript in the description field
5.1.3.2 Auditory output delivery including speech	Supports	
5.1.3.3 Auditory output correlation	Supports	
5.1.3.4 Speech output user control	Supports	
5.1.3.5 Speech output automatic interruption	Supports	
5.1.3.6 Speech output for non-text content	Supports	
5.1.3.7 Speech output for video information	Supports	
5.1.3.8 Masked entry	Supports	
5.1.3.9 Private access to personal data	Supports	
5.1.3.10 Non-interfering audio output	Supports	
5.1.3.11 Private listening volume	Supports	
5.1.3.12 Speaker volume	Supports	
5.1.3.13 Volume reset	Supports	
5.1.3.14 Spoken languages	Partially Supports	Audio Tour audio will only be in the language as uploaded while the app language will localize to the device language.
5.1.3.15 Non-visual error identification	Supports	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	
5.1.4 Functionality closed to text enlargement	Partially Supports	
5.1.5 Visual output for auditory information	Not Applicable	
5.1.6 Operation without keyboard interface		
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Supports	
5.1.7 Access without speech	Supports	
5.2 Activation of accessibility features	Supports	
5.3 Biometrics	Supports	
5.4 Preservation of accessibility information during conversion	Supports	

Criteria	Conformance Level	Remarks and Explanations
5.5 Operable parts		
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
5.6 Locking or toggle controls		
5.6.1 Tactile or auditory status	Supports	
5.6.2 Visual status	Supports	
5.7 Key repeat	Not Applicable	
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

Clause 6: ICT with Two-Way Voice Communication

Notes: Not applicable to Guidebook, so this table has been removed.

Clause 7: ICT with Video Capabilities

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology		
7.1.1 Captioning playback	Supports (dependent on service)	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video and pre-recorded content.
7.1.2 Captioning synchronization	Supports (dependent on service)	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video and pre-recorded content.

7.1.3 Preservation of captioning	Supports (dependent on service)	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video and pre-recorded content.
7.1.4 Captions characteristics	Supports (dependent on service)	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video and pre-recorded content.
7.1.5 Spoken subtitles	Supports (dependent on service)	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video and pre-recorded content.
7.2.1 Audio description playback	Supports (dependent on service)	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video and pre-recorded content.
7.2.2 Audio description synchronization	Supports (dependent on service)	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video and pre-recorded content.
7.2.3 Preservation of audio description	Supports (dependent on service)	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that

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		are responsible for the accessibility options of the video and pre-recorded content.
7.3 User controls for captions and audio description	Supports (dependent on service)	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video and pre-recorded content.

Clause 8: Hardware

Notes: Guidebook does not have a hardware product and therefore this table has been removed.

Clause 9: Web *(see WCAG 2.1 section)*

Clause 10: Non-Web Documents

Notes: This section was Not Applicable and therefore this table has been removed.

Clause 11: Software

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)		
11.1.1.1 through 11.4.1.3	See WCAG 2.1 section	See information in WCAG 2.1 section
11.5 Interoperability with assistive technology		
11.5.1 Closed functionality		
11.5.2 Accessibility services		
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17

Criteria	Conformance Level	Remarks and Explanations
11.5.2.4 Assistive technology	Supports	
11.5.2.5 Object information	Supports	
11.5.2.6 Row, column, and headers	Not Applicable	Tables are not a feature of the product.
11.5.2.7 Values	Supports	
11.5.2.8 Label relationships	Supports	
11.5.2.9 Parent-child relationships	Supports	
11.5.2.10 Text	Partially Supports	Device text size does not apply to the full product.
11.5.2.11 List of available actions	Supports	
11.5.2.12 Execution of available actions	Supports	
11.5.2.13 Tracking of focus and selection attributes	Supports	
11.5.2.14 Modification of focus and selection attributes	Supports	
11.5.2.15 Change notification	Supports	
11.5.2.16 Modifications of states and properties	Supports	
11.5.2.17 Modifications of values and text	Supports	
11.6 Documented accessibility usage		
11.6.1 User control of accessibility features	Partially Supports	Device text size does not apply to the full product. Other accessibility settings, like contrast, may not reflect properly, as well, depending on the guide's or branded app's theme.
11.6.2 No disruption of accessibility features	Supports	
11.7 User preferences	Supports	
11.8 Authoring tools		
11.8.1 Content technology		
11.8.2 Accessible content creation	Not Applicable	
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	
11.8.5 Templates	Not Applicable	

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Clause [12: Documentation and Support Services](#)

Notes: See [Revised Section 508 Report, Chapter 6: Support Documentation & Services](#)

Clause [13: ICT Providing Relay or Emergency Service Access](#)

Notes: This section was Not Applicable and therefore this table has been removed.

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