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Summary Table for SolarWinds Web Help Desk

CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
Section 1194.21 Software Applications and Operating Systems	Supported with exceptions. Please refer to attached VPAT.	See section 1194.21 below.
Section 1194.22 Web-based internet information and applications	Supported with exceptions. Please refer to attached VPAT.	See section 1194.22 below.
Section 1194.23 Telecommunications Products	Not applicable	SolarWinds Web Help Desk is not considered a telecommunications product.
Section 1194.24 Video and Multi-media Products	Not applicable	SolarWinds Web Help Desk does not use multimedia except as covered in section 1194.21.
Section 1194.25 Self-Contained, Closed Products	Not applicable	SolarWinds Web Help Desk is not a self-contained product.
Section 1194.26 Desktop and Portable Computers	Not applicable	SolarWinds Web Help Desk is software as defined under section 1194.21.
Section 1194.31 Functional Performance Criteria	Supported with exceptions. Please refer to attached VPAT.	See section 1194.31 below.
Section 1194.41 (a) Information, Documentation and Support	Supported with exceptions. Please refer to attached VPAT.	See section 1194.41 below.

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Section 1194.21 Software Applications and Operating Systems - Detail

CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supported	Keyboard access is provided throughout SolarWinds Web Help Desk. Keyboard shortcuts, shortcut keys, and menu commands are readily available in SolarWinds Web Help Desk.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supported	SolarWinds Web Help Desk does not disrupt any accessibility features of the operating system.
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supported	SolarWinds Web Help Desk uses standard OS conventions for showing focus.
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supported	SolarWinds Web Help Desk uses standard OS conventions for labeling menus, buttons, and icons.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supported	Bitmaps are rarely used to for elements of user-interaction; however, to the best of our knowledge, we appropriately label all of those instances.
f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supported	SolarWinds Web Help Desk uses standard functions to send text to the operating system.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported	SolarWinds Web Help Desk does not override user selected contrast and color selections and other individual display attributes.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supported with exceptions	When information is displayed through graphs, it is usually available in text format as well.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supported	SolarWinds Web Help Desk does not use color coding alone to prompt any action. Where action or response is required, a textual description is provided.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Supported	Where we allow users to adjust graphics, we typically provide a wide range of colors and contrasts.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supported	SolarWinds Web Help Desk only utilizes blinking objects at rates lower than 2 Hz.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supported	SolarWinds Web Help Desk forms provide access through Assistive Technology.

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Section 1194.22 Web-based Internet Information and Applications – Detail VPAT

CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supported with exceptions	When information is displayed through non-text methods, it is usually available in other text format as well.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	Multimedia presentation are not available within SolarWinds Web Help Desk.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supported	Text alternatives are available within SolarWinds Web Help Desk.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not applicable	Documents are not available within SolarWinds Web Help Desk.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	SolarWinds Web Help Desk leverages client-side image maps only.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Supported	SolarWinds Web Help Desk leverages client-side image maps only.
(g) Row and column headers shall be identified for data tables.	Supported	SolarWinds Web Help Desk provides column headers for data tables.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supported with exceptions	SolarWinds Web Help Desk provides headers for data tables in most cases.
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not applicable	SolarWinds Web Help Desk does not use frames.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported	SolarWinds Web Help Desk only utilizes blinking objects at rates lower than 2 Hz.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not applicable	SolarWinds Web Help Desk only utilizes blinking objects at rates lower than 2 Hz.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supported with exceptions	SolarWinds Web Help Desk provides textual descriptions for interface elements.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Supported	SolarWinds Web Help Desk does not require any applet or add on to operate.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supported with exceptions	SolarWinds Web Help Desk provides textual descriptions for electronic forms.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supported with exceptions	SolarWinds Web Help Desk provides keyboard shortcuts to skip repetitive links in most cases.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	SolarWinds Web Help Desk does not have any sets of functionality that are timed responses.

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Section 1194.31 Functional Performance Criteria – Detail

CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supported	SolarWinds Web Help Desk supports the use of screen readers to access user interface information.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supported	SolarWinds Web Help Desk supports the use of screen readers and magnification software to access user interface information.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.	Supported	SolarWinds Web Help Desk allows for the configuration of audio-based alerts, however, alternate (non-auditory) alert configurations are available.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supported	Audio information is not essential for operation of SolarWinds Web Help Desk.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Not applicable	Speech is not required for operation of SolarWinds Web Help Desk.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supported	No fine motor or simultaneous actions are required for operation of SolarWinds Web Help Desk.

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Section 1194.41 Information, Documentation, and Support – Detail

CRITERIA	SUPPORTING FEATURES	REMARKS AND EXPLANATIONS
Section 1194.41 (a) Product Support Documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supported	Product documentation is provided in alternative formats online at: http://www.solarwinds.com/documentation/webhelpdesk/whddoc.aspx
Section 1194.41 (b) Accessibility and Compatibility Features. End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supported	SolarWinds provides electronic versions of the product documentation, with mechanisms available for the conversion of these documents to alternate formats.
1194.41 (c) Support Services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Support for SolarWinds Web Help Desk is available via telephone and electronic form (email, online knowledge base).