

# Voluntary Product Accessibility Template (VPAT)

## Poly Accessibility Conformance Report

### Template Version 2.4

**Name of product:** Poly RealConnect for Office 365 and Microsoft Teams

**Version(s):**

**Publish date(s):** April 2021

**Product description:** As organizations migrate to Microsoft Teams, they need a video interoperability solution to connect existing video conferencing solutions to Microsoft Teams meetings. Poly RealConnect enables users to effortlessly connect from traditional video conferencing systems to Microsoft Teams or Skype for Business meetings, and enjoy high-quality audio and video, as well as PC screen share, for the best meeting experiences.

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**Notes:** *[any notes you want to put in about the product's accessibility or other factors that may impact how and where it's used]*

- RC – Reports: reporting dashboard
- RC – Documents: View Service Documentation and Service Health status
- RC – Web Application: used to license and configure

**Evaluation methods used:** *Product team (including development engineering), quality engineering, and documentation team reviewed manually software using NVDA screen reader and automatically tested software using WAVE tool.*

## Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 and Section 255 standards published January 18, 2017 and corrected January 22, 2018</a>	(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. If the criterion does not apply, explain why. If an accessible alternative is used, describe it.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.x Level AAA.

## Web Content Accessibility Guidelines (WCAG 2.x)

Tables 1 and 2 also document conformance with Revised Section 508:

- 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.x 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

**Notes:** Product is software only. This product is not an authoring tool.

“Web” applies to corporate website, whereas “Software” applies to embedded software or system web interface, as applicable. Electronic docs incorporate documentation integrated into the Cloud Services portal, the Poly Online Support Center, and the Poly Documentation Library.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web: Alt-text or adjacent text for most images.</p> <p>Electronic Docs:</p> <p>Software:</p>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No audio-only or video-only content.</p> <p>Software: Product doesn't enable creation of prerecorded media. Users may use the Product to share prerecorded content created by a third-party product.</p>
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Supports</p> <p>Software: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs:</p> <p>Software: Product doesn't enable creation of prerecorded media. Users may use the Product to share prerecorded content created by a third-party product.</p>
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Does Not Support</p> <p>Software: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No videos have an audio description available.</p> <p>Software: Product doesn't enable creation of prerecorded media. Users may use the Product to share prerecorded content created by a third-party product.</p>
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	Software: All elements support, except implementation of one data table's header.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
<a href="#">1.3.3 Sensory Characteristics</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
<a href="#">1.4.1 Use of Color</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: Some underlined elements are used inconsistently between headings and link elements when all text is the same color. Some links only use color to differentiate them from the surrounding text. Electronic Docs: Software:
<a href="#">1.4.2 Audio Control</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports Software: Not Applicable	Web: No auto-played audio on web pages. Electronic Docs: Software: Service does not include any audio
<a href="#">2.1.1 Keyboard</a> (Level A) Also applies to: Revised Section 508	Web: Partially Supports Electronic Docs: Partially Supports	Web: Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	<p>Some pages also contain dynamic information tiles that become blank when you tab through the page. You can only retrieve the tile information by using the mouse.</p> <p>Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that can't be accessed or dismissed using a keyboard.</p> <p>For video documentation, the BrightCove player doesn't allow keyboard selection of certain functions, such as captions.</p> <p>Software: Internal chart tool tips cannot be traversed via keyboard (mouse only)</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports  Electronic Docs: Partially Supports  Software: Supports	<p>Web: The search element in the header can only be exited using a mouse to click the Close button or by navigating to the corporate logo to go back to the home page.</p> <p>Electronic Docs: Written documentation fully supports.</p> <p>For video documentation, users can launch the audio for videos using the keyboard, but the video player only launches the full BrightCove player when the user clicks on the thumbnail using a mouse.</p> <p>Software:</p>
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)</p> Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable  Electronic Docs: Not Applicable  Software: Not Applicable	<p>Web: Website doesn't provide content that natively involves keyboard shortcuts.</p> <p>Electronic Docs: Electronic documentation doesn't provide content that involves single-character keyboard shortcuts.</p> <p>Software: Service does not contain any character key shortcuts</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports  Electronic Docs: Supports  Software: Not Applicable	<p>Web:</p> <p>Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that use real-time status information for downloading PDF files, adding topics to a collection, etc. The toaster messages present a timing bar, and the user can pause the timing bar by hovering on the message dialog box.</p>

Criteria	Conformance Level	Remarks and Explanations
		Software: Service does not contain any timeouts
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Supports Software: Not Applicable	Web: Decorative videos play on a continual loop and provide no mechanism to pause, stop, or hide the videos. Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that use real-time status information for downloading PDF files, adding topics to a collection, etc. The toaster messages present a timing bar, and the user can pause the timing bar by hovering on the message dialog box. Software: Service does not contain any auto update related information
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable	Web: Electronic Docs: Software: Service does not contain any flashing elements
<a href="#">2.4.1 Bypass Blocks</a> (Level A) Also applies to: 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	Web: Supports Electronic Docs: Supports Software: Partially Supports	Web: Electronic Docs: Software: Major heading levels are marked, but some sub-headings need mark-up added to change them to structural headings.
<a href="#">2.4.2 Page Titled</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: Most web pages include a title Electronic Docs: Software:
<a href="#">2.4.3 Focus Order</a> (Level A)	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)</p>	<p>Electronic Docs: Supports Software: Supports</p>	<p>Electronic Docs: Software:</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)</p>	<p>Web: Supports Electronic Docs: Partially Supports Software: Supports</p>	<p>Web: Electronic Docs: Landmark links contain empty link text. Software:</p>
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Supports</p>	<p>Web: Web pages don't require multipoint gestures. Electronic Docs: Electronic content doesn't require multipoint gestures. Software:</p>
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>Web: Electronic Docs: Software:</p>
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports Electronic Docs: Supports Software: Partially Supports</p>	<p>Web: Some web pages include a programmatic name for labeled elements. Electronic Docs: Software: Some label UI components match, and others do not</p>
<p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Supports</p>	<p>Web: Web pages don't require motion to use. Electronic Docs: Electronic content doesn't require motion to use. Software:</p>
<p><a href="#">3.1.1 Language of Page</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software)</p>	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>Web: Electronic Docs: Software:</p>

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
<a href="#">3.2.1 On Focus</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: Product information tiles are dynamic when you mouse over them, but they are blank when you tab through the page. You can only retrieve the tile information by using the mouse.  Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse.  Electronic Docs: Software:
<a href="#">3.2.2 On Input</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
<a href="#">3.3.1 Error Identification</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
<a href="#">3.3.2 Labels or Instructions</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports Software: Supports	Web: Electronic Docs: Written documentation fully supports.  For video documentation, some elements on the BrightCove player do not have labels.  Software:
<a href="#">4.1.1 Parsing</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:



Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
<a href="#">4.1.2 Name, Role, Value</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: Most web pages use standard controls, but dynamic product information tiles can't be programmatically determined using a standard screen reader. Electronic Docs: Software:

## Table 2: Success Criteria, Level AA

**Notes:** Product is software only. This product is not an authoring tool.

“Web” applies to corporate website, whereas “Software” applies to embedded software or system web interface, as applicable. Electronic docs incorporate documentation integrated into the Cloud Services portal, the Poly Online Support Center, and the Poly Documentation Library.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Web: Web content doesn't include live or streaming content. Electronic Docs: Electronic documentation doesn't provide live or streaming content. Software: Product doesn't enable creation of live media. Users may use the Product to share live content created by a third-party product.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Does Not Support Software: Not Applicable	Web: Videos on corporate website are decorative only and do not have an audio description available. Electronic Docs: No videos have an audio description available. Software: Product doesn't enable creation of prerecorded media. Users may use the Product to share prerecorded content created by a third-party product.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only) Also applies to:	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply	Software: Supports	Software:
<p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Supports</p> <p>Software: Partially Supports</p>	<p>Web: Forms on website do not include correct programmable labels for form fields.</p> <p>Electronic Docs:</p> <p>Software: Some label UI components match, and others do not</p>
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: Supports</p>	<p>Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option.</p> <p>Some HTML elements on other pages below color contrast ratio requirements.</p> <p>Electronic Docs: For written documentation, some links in the sidebar are below color contrast ratio requirements. Text and images meet color contrast ratio requirements where the product UI does, but images may be contingent on product UI itself being compliant.</p> <p>Video documentation captions are white text on a black background overlay.</p> <p>Software:</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs: Written documentation HTML publishing site is configured to move to the mobile view around 200% magnification, so the layout changes and some elements aren't visible from the screen.</p> <p>Software:</p>
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web: Some page elements are images of text instead of live text.</p> <p>Electronic Docs: Some setup sheets contain images of text within larger graphics because it's essential to render them as text to preserve the logical reading order of the documentation. The images of text are included in the alt-text for the larger graphic. Setup sheets also contain images of localized text, but the English equivalents are live text.</p> <p>Software:</p>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Partially Supports	Web: Electronic Docs: Software: Focus cursor indicator below color ratio threshold
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option. For other pages, line height conforms to 1.5x the font height, but letter spacing is not addressed. Electronic Docs: Software:
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Does Not Support Software: Supports	Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus. Electronic Docs: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus. Software:
<a href="#">2.4.5 Multiple Ways</a> (Level AA) Also applies to: 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	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
<a href="#">2.4.6 Headings and Labels</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Partially Supports</p>	<p>Web: Most elements show a focus indicator, but some focus indicators may not be readily visible.</p> <p>Electronic Docs:</p> <p>Software: Focus cursor indicator below color ratio threshold</p>
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Support</p> <p>Software: Supports s</p>	<p>Web: Web content only in English</p> <p>Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information.</p> <p>Software:</p>
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable	Web: Electronic Docs: No legal, financial, or data transactions in documentation. Software: Service does not require any user data or conduct legal or financial transactions. All authentication is controlled by a 3 <sup>rd</sup> party application.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Partially Supports Software: Partially Supports	Web: Website doesn't provide status messages. Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that use role=alert for all messages, even if they are status messages and not true alerts. Software: In some instances, alert messages within the service are not tagged with roles.

### Table 3: Success Criteria, Level AAA

Notes: Not evaluated. Level AAA does not apply.

## Revised Section 508 Report

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Some parts of the UI provide dynamically generated graphs that require vision to review and interpret

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	Some parts of the UI provide dynamically generated graphs that require vision to review and interpret
302.3 Without Perception of Color	Supports	All colored icons are supported by both text and universally recognized symbols.
302.4 Without Hearing	Supports	No functionality requires user hearing
302.5 With Limited Hearing	Supports	No functionality requires user hearing
302.6 Without Speech	Supports	No functionality requires user speech
302.7 With Limited Manipulation	Supports	No functionality requires fine motor control or simultaneous manual operation
302.8 With Limited Reach and Strength	Not Applicable	Software only
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Users of the portals are expected to have System Administrator level skills and knowledge, which are essential to using this product

## Chapter 4: [Hardware](#)

**Notes:** This is not a hardware product. This section does not apply.

## Chapter 5: [Software](#)

**Notes: Notes:** This product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
<b>501.1 Scope – Incorporation of WCAG 2.0 AA</b>	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.2.2 No Disruption of Accessibility Features	Not Applicable	The product is not a platform or does not have access to platform accessibility features.

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.2 Modification of Object Information	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.3 Row, Column, and Headers	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.4 Values	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.5 Modification of Values	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.6 Label Relationships	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.7 Hierarchical Relationships	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.8 Text	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.9 Modification of Text	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.10 List of Actions	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.11 Actions on Objects	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.12 Focus Cursor	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.13 Modification of Focus Cursor	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.14 Event Notification	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.4 Platform Accessibility Features	Not Applicable	The product is not a platform or does not have access to platform accessibility features.

Criteria	Conformance Level	Remarks and Explanations
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	The product is a web application
503.3 Alternative User Interfaces	Not Applicable	The product does not contain an alternative user interface
<b><i>503.4 User Controls for Captions and Audio Description</i></b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The product does not contain synchronized audio and video
503.4.2 Audio Description Controls	Not Applicable	The product does not contain synchronized audio and video
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	Product is not an Authoring Tool
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Product is not an Authoring Tool
504.2.2 PDF Export	Not Applicable	Product is not an Authoring Tool
504.3 Prompts	Not Applicable	Product is not an Authoring Tool
504.4 Templates	Not Applicable	Product is not an Authoring Tool

## Chapter 6: Support Documentation and Services

**Notes:** Electronic docs incorporate documentation integrated into the Cloud Services portal, the Poly Online Support Center, and the Poly Documentation Library.

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	<i>RealConnect Service</i> documentation contains information on administrative features, but there



Criteria	Conformance Level	Remarks and Explanations
		are no sections specific to accessibility information for users with disabilities.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product documentation is available in a screen reader format. Other formats may be made available on request. Contact <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .
<b><a href="#">603 Support Services</a></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Poly provides information on the required topics upon request. Contact <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .
603.3 Accommodation of Communication Needs	Supports	Global Support provides support services to individuals with disabilities in the following ways: (1) the Web for hearing impaired, (2) the phone for site impaired or individuals using speech devices. The hearing-impaired individual has access to opening a service ticket via the web and communicating about the issue via the web, as well as taking advantage of Poly's knowledge base articles, documentation or community forums, depending on the products used. Individuals can make contact by email via <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .

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