

The background is a dark blue gradient with various geometric shapes, including a large circle, triangles, and squares. There are also stylized clouds and several shield icons scattered across the design.

# Acronis

BASED ON VPAT®  
VERSION 2.4REV

# Acronis Accessibility Conformance Report

EN 301 549 edition

## Name of product, version

Acronis Cyber Protect Cloud, v.23.02

## Report date

March 2023

## Product description

Acronis Cyber Protect Cloud unites backup and next-generation, AI-based anti-malware, antivirus, and endpoint protection management in one solution.

## Contact information

compliance@acronis.com

## Evaluation methods used

Automatic and manual testing using Level Access's AMP platform, and use case testing with JAWS 2022, Dragon® NaturallySpeaking 15 and ZoomText 2022.

## Applicable standards, guidelines

This report covers the degree of conformance for the following accessibility standards and guidelines:

### Standards / guidelines

### 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**)

[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 be used only in WCAG 2.0 Level AAA.

## WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- **EN 301 549:** Chapter 9 — Web, Sections 10.1-10.4 of Chapter 10 — Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 — Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 — 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**

Criteria	Conformance level	Remarks and explanations
<a href="#">1.1.1 Non-text content</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.1.1 (Web)</li> <li>10.1.1.1 (Non-web document)</li> <li>11.1.1.1 (Open Functionality Software)</li> <li>11.1.1.2 (Closed Functionality Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports	The Acronis Cyber Protect Cloud does provide text alternatives for icons and images. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>Help icon has no text equivalent.</li> <li>Images do not provide alternative text.</li> </ul>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.2.1 (Web)</li> <li>10.1.2.1 (Non-web document)</li> <li>11.1.2.1.1 (Open Functionality Software)</li> <li>11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Not Applicable	The Acronis Cyber Protect Cloud does not include any “audio-only” or “video-only” content.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.2.2 (Web)</li> <li>10.1.2.2 (Non-web document)</li> <li>11.1.2.2 (Open Functionality Software)</li> <li>11.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Not Applicable	The Acronis Cyber Protect Cloud does not include any “synchronized multimedia” (video with an audio track).
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.2.3 (Web)</li> <li>10.1.2.3 (Non-web document)</li> <li>11.1.2.3.1 (Open Functionality Software)</li> <li>11.1.2.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Not Applicable	The Acronis Cyber Protect Cloud does not include any “synchronized multimedia” (video with an audio track).

Criteria	Conformance level	Remarks and explanations
<a href="#">1.3.1 Info and Relationships</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.3.1 (Web)</li> <li>10.1.3.1 (Non-web document)</li> <li>11.1.3.1.1 (Open Functionality Software)</li> <li>11.1.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports	The Acronis Cyber Protect Cloud does ensure that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>Some pages lack any HTML heading structure.</li> </ul>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.3.2 (Web)</li> <li>10.1.3.2 (Non-web document)</li> <li>11.1.3.2.1 (Open Functionality Software)</li> <li>11.1.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports	The Acronis Cyber Protect Cloud mostly contains pages whose programmatic reading order matches the visual and logical order. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>Dialogs appear visually but are not indicated automatically by screen readers</li> </ul>
<a href="#">1.3.3 Sensory Characteristics</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> <li>10.1.3.3 (Non-web document)</li> <li>11.1.3.3 (Open Functionality Software)</li> <li>11.1.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Not Applicable	The Acronis Cyber Protect Cloud does not include any information, instructions or controls which rely on specific sensory characteristics.
<a href="#">1.4.1 Use of Color</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.4.1 (Web)</li> <li>10.1.4.1 (Non-web document)</li> <li>11.1.4.1 (Open Functionality Software)</li> <li>11.1.4.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud does not use color as the sole means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

Criteria	Conformance level	Remarks and explanations
<a href="#">1.4.2 Audio Control</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> <li>10.1.4.2 (Non-web document)</li> <li>11.1.4.2 (Open Functionality Software)</li> <li>11.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Not Applicable	The Acronis Cyber Protect Cloud does not include any audio playback.
<a href="#">2.1.1 Keyboard</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.1.1 (Web)</li> <li>10.2.1.1 (Non-web document)</li> <li>11.2.1.1.1 (Open Functionality Software)</li> <li>11.2.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports	The Acronis Cyber Protect Cloud mostly supports keyboard-only operation of features of the site. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> <li>Some links are not keyboard focusable.</li> <li>Dropdown button is not executable.</li> </ul>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.1.2 (Web)</li> <li>10.2.1.2 (Non-web document)</li> <li>11.2.1.2 (Open Functionality Software)</li> <li>11.2.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports	The Acronis Cyber Protect Cloud has keyboard focus traps. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>Some DIVS just cycles the focus over the section.</li> </ul>
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.1.4 (Web)</li> <li>10.2.1.4 (Non-web document)</li> <li>11.2.1.4.1 (Open Functionality Software)</li> <li>11.2.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Not Applicable	The Acronis Cyber Protect Cloud does not use keyboard shortcuts.

Criteria	Conformance level	Remarks and explanations
<a href="#">2.2.1 Timing Adjustable</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.2.1 (Web)</li> <li>10.2.2.1 (Non-web document)</li> <li>11.2.2.1 (Open Functionality Software)</li> <li>11.2.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Does Not Support	The Acronis Cyber Protect Cloud does not provide a timeout warning modal that allows users to extend their time.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.2.2 (Web)</li> <li>10.2.2.2 (Non-web document)</li> <li>11.2.2.2 (Open Functionality Software)</li> <li>11.2.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud does not include content which moves, blinks, scrolls or auto-updates.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.3.1 (Web)</li> <li>10.2.3.1 (Non-web document)</li> <li>11.2.3.1 (Open Functionality Software)</li> <li>11.2.3.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud does not include content which flashes.
<a href="#">2.4.1 Bypass Blocks</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.4.1 (Web)</li> <li>10.2.4.1 (Non-web document) – Does not apply</li> <li>11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>11.2.4.1 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Does Not Support	The Acronis Cyber Protect Cloud does not provide skip links and other mechanisms to bypass blocks.

Criteria	Conformance level	Remarks and explanations
<a href="#">2.4.2 Page Titled</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.4.2 (Web)</li> <li>10.2.4.2 (Non-web document)</li> <li>11.2.4.2 (Open Functionality Software) – Does not apply</li> <li>11.2.4.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud provides a title for every page.
<a href="#">2.4.3 Focus Order</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud can be navigated sequentially in a focus order which matches the logical reading order.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.4.4 (Web)</li> <li>10.2.4.4 (Non-web document)</li> <li>11.2.4.4 (Open Functionality Software)</li> <li>11.2.4.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud contains links which clearly indicate their purpose, in context.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> <li>10.2.5.1 (Non-web document)</li> <li>11.2.5.1 (Open Functionality Software)</li> <li>11.2.5.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud does not require multipoint or path-based gestures for operation.



Criteria	Conformance level	Remarks and explanations
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.5.2 (Web)</li> <li>10.2.5.2 (Non-web document)</li> <li>11.2.5.2 (Open Functionality Software)</li> <li>11.2.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud does not use a pointer to execute any part of the function.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.5.3 (Web)</li> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3.1 (Open Functionality Software)</li> <li>11.2.5.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports	The Acronis Cyber Protect Cloud contains interface components with name in labels visually. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>Sortable view field does not match the text from the visual label.</li> </ul>
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.5.4 (Web)</li> <li>10.2.5.4 (Non-web document)</li> <li>11.2.5.4 (Open Functionality Software)</li> <li>11.2.5.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Not Applicable	The Acronis Cyber Protect Cloud does not have functionality that requires device motion or user motion.
<a href="#">3.1.1 Language of Page</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.3.1.1 (Web)</li> <li>10.3.1.1 (Non-web document)</li> <li>11.3.1.1.1 (Open Functionality Software)</li> <li>11.3.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud programmatically indicates the default human language used on each page.

Criteria	Conformance level	Remarks and explanations
<a href="#">3.2.1 On Focus</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud does not initiate a change in context as a result of any component receiving focus.
<a href="#">3.2.2 On Input</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud does not initiate a change in context when the setting of a user interface component is changed, except where a user has been advised of that behavior.
<a href="#">3.3.1 Error Identification</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.3.3.1 (Web)</li> <li>10.3.3.1 (Non-web document)</li> <li>11.3.3.1.1 (Open Functionality Software)</li> <li>11.3.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports	The Acronis Cyber Protect Cloud mostly indicates specifically which input is in error, using a text description, when such errors are detected. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>In some cases, error messages about user input are not clearly associated with the field that contains the error.</li> </ul>
<a href="#">3.3.2 Labels or Instructions</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non-web document)</li> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports	The Acronis Cyber Protect Cloud mostly provides programmatically identifiable labels and instructions for user input fields. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>In some cases, instructions for a form occur after the form in the page.</li> </ul>

Criteria	Conformance level	Remarks and explanations
<a href="#">4.1.1 Parsing</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.4.1.1 (Web)</li> <li>10.4.1.1 (Non-web document)</li> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports	The Acronis Cyber Protect Cloud uses HTML and ARIA which is mostly compliant with the relevant specifications. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>On some pages, the HTML includes duplicate ID values, which is not valid.</li> </ul>
<a href="#">4.1.2 Name, Role, Value</a> (Level A) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports	Although the Acronis Cyber Protect Cloud includes many user interface components whose name, role and value (as well as states and properties) can be determined and set programmatically. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>Buttons with incorrect aria-controls attribute value.</li> </ul>

## Table 2: Success criteria, level AA

Criteria	Conformance level	Remarks and explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Not Applicable	The Acronis Cyber Protect Cloud does not include any “synchronized multimedia” (video with an audio track).

Criteria	Conformance level	Remarks and explanations
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)  Also applies to:  <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: Not Applicable	The Acronis Cyber Protect Cloud does not include any “synchronized multimedia” (video with an audio track).
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)  Also applies to:  <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <b>Revised Section 508 – Does not apply</b>	Web: Supports	The Acronis Cyber Protect Cloud does not restrict their view and operation to a single display orientation, such as portrait or landscape.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)  Also applies to:  <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5.1 (Open Functionality Software)</li> <li>• 11.1.3.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud contains instances that identify input purpose for common input fields.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)  Also applies to:  <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud provides sufficient contrast between text and backgrounds.

Criteria	Conformance level	Remarks and explanations
<a href="#">1.4.4 Resize text</a> (Level AA) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.4.4 (Web)</li> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports	The Acronis Cyber Protect Cloud allows content to be resized without assistive technology up to 200 percent without loss of content or functionality. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>In some pages content is cutoff.</li> </ul>
<a href="#">1.4.5 Images of Text</a> (Level AA) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.4.5 (Web)</li> <li>10.1.4.5 (Non-web document)</li> <li>11.1.4.5.1 (Open Functionality Software)</li> <li>11.1.4.5.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud uses text instead of images of text (except for logos).
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.4.10 (Web)</li> <li>10.1.4.10 (Non-web document)</li> <li>11.1.4.10 (Open Functionality Software)</li> <li>11.1.4.10 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports	The Acronis Cyber Protect Cloud is not designed to be responsive, requiring two-dimensional scrolling to access most content when viewed at smaller screen sizes and/or with browser zoom. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>Content is lost.</li> </ul>
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The visual presentation of non-text content across the Acronis Cyber Protect Cloud has a contrast ratio of at least 3:1.

Criteria	Conformance level	Remarks and explanations
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.4.12 (Web)</li> <li>10.1.4.12 (Non-web document)</li> <li>11.1.4.12 (Open Functionality Software)</li> <li>11.1.4.12 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud supports custom text spacing without loss of the content and functionality.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.1.4.13 (Web)</li> <li>10.1.4.13 (Non-web document)</li> <li>11.1.4.13 (Open Functionality Software)</li> <li>11.1.4.13 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	Content on the Acronis Cyber Protect Cloud which is displayed on pointer hover or keyboard focus is dismissible, hoverable and persistent.
<a href="#">2.4.5 Multiple Ways</a> (Level AA) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.4.5 (Web)</li> <li>10.2.4.5 (Non-web document) – Does not apply</li> <li>11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>11.2.4.5 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	Where applicable, the Acronis Cyber Protect Cloud allows users to navigate to pages in multiple ways.
<a href="#">2.4.6 Headings and Labels</a> (Level AA) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.4.6 (Web)</li> <li>10.2.4.6 (Non-web document)</li> <li>11.2.4.6 (Open Functionality Software)</li> <li>11.2.4.6 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud uses headings and labels describe topic or purpose.

Criteria	Conformance level	Remarks and explanations
<a href="#">2.4.7 Focus Visible</a> (Level AA) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.2.4.7 (Web)</li> <li>10.2.4.7 (Non-web document)</li> <li>11.2.4.7 (Open Functionality Software)</li> <li>11.2.4.7 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports	The Acronis Cyber Protect Cloud provides a visible indication of keyboard focus for elements on pages.
<a href="#">3.1.2 Language of Parts</a> (Level AA) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> <li>10.3.1.2 (Non-web document)</li> <li>11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>11.3.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud indicates the human language of every page or document and does not contain parts which are in a different human language than the whole page or document.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.3.2.3 (Web)</li> <li>10.3.2.3 (Non-web document) – Does not apply</li> <li>11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>11.3.2.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud provides a consistent primary navigation structure on every page.
<a href="#">3.2.4 Consistent Identification</a> (Level AA) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.3.2.4 (Web)</li> <li>10.3.2.4 (Non-web document) – Does not apply</li> <li>11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>11.3.2.4 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud provides consistent identification of components with the same functionality across the site.

Criteria	Conformance level	Remarks and explanations
<a href="#">3.3.3 Error Suggestion</a> (Level AA) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> <li>10.3.3.3 (Non-web document)</li> <li>11.3.3.3 (Open Functionality Software)</li> <li>11.3.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud provides identification of where user input does not comply with constraints on that input.
<a href="#">3.3.4 Error Prevention</a> (Legal, Financial, Data) (Level AA) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non-web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud provides the opportunity to review and confirm financial information and data deletion before submission.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only) Also applies to: <b>EN 301 549 Criteria</b> <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document)</li> <li>11.4.1.3 (Open Functionality Software)</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	The Acronis Cyber Protect Cloud provides status messages that are programmatically determined through role or properties such that can be presented to users of assistive technology without receiving focus.

## Table 3: Success criteria, level AAA

**Notes:** Acronis Cyber Protect Cloud was not evaluated for WCAG 2.0, 2.1 level AAA conformance.



# EN 301 549 Report

## Chapter 4: Functional Performance Statements (FPS)

		Remarks and explanations
4.2.1 Usage without vision	Partially Supports	<p>The Acronis Cyber Protect Cloud supports operations by users who are blind using assistive technology. Some operations can create confusion for screen reader users as they navigate and interact with the site. So, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>As noted in <a href="#">1.3.1 Info and Relationships</a>, some pages lack any HTML heading structure.</li> <li>As noted in <a href="#">3.3.2 Labels or Instructions</a>, some instructions for a form occur after the form in the page.</li> <li>As noted in <a href="#">4.1.1 Parsing</a>, on some pages, the HTML includes duplicate ID values, which is not valid.</li> </ul>
4.2.2 Usage with limited vision	Supports	<p>A rating of Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>As noted in <a href="#">1.4.3 Contrast (Minimum)</a>, the Acronis Cyber Protect Cloud provides sufficient contrast between text and backgrounds.</li> <li>As noted in <a href="#">2.4.3 Focus Order</a>, the Acronis Cyber Protect Cloud can be navigated sequentially in a focus order which matches the logical reading order.</li> </ul>
4.2.3 Usage without perception of colour	Supports	<p>A rating of Supported has been given for the following reason:</p> <ul style="list-style-type: none"> <li>As noted in <a href="#">1.4.3 Contrast (Minimum)</a>, the Acronis Cyber Protect Cloud provides sufficient contrast between text and backgrounds.</li> </ul>
4.2.4 Usage without hearing	Supports	<p>The Acronis Cyber Protect Cloud does not include any content or control which relies on the user's ability to hear.</p>
4.2.5 Usage with limited hearing	Supports	<p>The Acronis Cyber Protect Cloud does not include any content or control which relies on the user's ability to hear.</p>

		Remarks and explanations
4.2.6 Usage with no or limited vocal capability	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>As noted in <a href="#">4.1.2 Name, Role, Value</a>, several elements don't have correct aria-controls attribute value.</li> <li>As noted in <a href="#">2.1.1 Keyboard</a>, some controls cannot be activated with keyboard.</li> </ul>
4.2.7 Usage with limited manipulation or strength	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>As noted in <a href="#">4.1.2 Name, Role, Value</a>, several elements don't have correct aria-controls attribute value.</li> <li>As noted in <a href="#">3.3.2 Labels or Instructions</a>, some instructions for a form occur after the form in the page.</li> <li>As noted in <a href="#">2.1.1 Keyboard</a>, some controls cannot be activated with keyboard.</li> </ul>
4.2.8 Usage with limited reach	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>As noted in <a href="#">4.1.2 Name, Role, Value</a>, several elements don't have correct aria-controls attribute value.</li> <li>As noted in <a href="#">3.3.2 Labels or Instructions</a>, some instructions for a form occur after the form in the page.</li> <li>As noted in <a href="#">2.1.1 Keyboard</a>, some controls cannot be activated with keyboard.</li> </ul>
4.2.9 Minimize photosensitive seizure triggers	Supports	The Acronis Cyber Protect Cloud does not include content which might trigger seizures.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	<p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>As noted in <a href="#">3.3.1 Error Identification</a>, error messages about user input are not clearly associated with the field that contains the error.</li> </ul>
4.2.11 Privacy	Not Applicable	Not Evaluated

## Chapter 5: Generic requirements

Criteria	Conformance level	Remarks and explanations
<b>5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2.1 Closed functionality</b>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.2 Auditory output delivery including speech	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.3 Auditory output correlation	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.4 Speech output user control	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.5 Speech output automatic interruption	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.6 Speech output for non-text content	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.7 Speech output for video information	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.8 Masked entry	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.9 Private access to personal data	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.10 Non-interfering audio output	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.11 Private listening volume	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.12 Speaker volume	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.13 Volume reset	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.14 Spoken languages	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.15 Non-visual error identification	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.3.16 Receipts, tickets, and transactional outputs	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.4 Functionality closed to text enlargement	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.5 Visual output for auditory information	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>

Criteria	Conformance level	Remarks and explanations
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
<b>5.1.6.1 Closed functionality</b>	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	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.1.7 Access without speech	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.2 Activation of accessibility features	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.3 Biometrics	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.4 Preservation of accessibility information during conversion	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.5.2 Operable parts discernibility	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.6.2 Visual status	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.6.2 Visual status	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.7 Key repeat	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.8 Double-strike key acceptance	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
5.9 Simultaneous user actions	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>

## Chapter 6: ICT with two-way voice communication

Criteria	Conformance level	Remarks and explanations
6.1 Audio bandwidth for speech	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
<b>6.2 Real-time text (RTT) functionality</b>	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
6.2.1.2 Concurrent voice and text	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
6.2.2.1 Visually distinguishable display	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
6.2.2.2 Programmatically determinable send and receive direction	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
6.2.2.3 Speaker identification	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
<b>6.2.2.4 Visual indicator of Audio with RTT</b>	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
6.2.3 Interoperability	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
6.2.4 RTT responsiveness	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
6.3 Caller ID	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
6.4 Alternatives to voice-based services	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
<b>6.5 Video communication</b>	Heading cell – no response required	Heading cell – no response required
<b>6.5.1 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
6.5.3 Frame rate	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
6.5.4 Synchronization between audio and video	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
6.5.5 Visual indicator of audio with video	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
6.5.6 Speaker identification with video (sign language) communication	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
<b>6.6 Alternatives to video-based services (advisory only)</b>	Advisory – no response required	Advisory – no response required

## Chapter 7: ICT with video capabilities

Criteria	Conformance level	Remarks and explanations
<b>7.1 Caption processing technology</b>	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
7.1.2 Captioning synchronization	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
7.1.3 Preservation of captioning	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
7.1.4 Captions characteristics	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
7.1.5 Spoken subtitles	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
7.2.1 Audio description playback	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
7.2.2 Audio description synchronization	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
7.2.3 Preservation of audio description	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>
7.3 User controls for captions and audio description	<b>Applicable - Not Tested</b>	<b>Applicable - Not Tested</b>

## Chapter 8: Hardware

**Notes:** Not Evaluated

## Chapter 9: Web (see WCAG 2.x section)

**Notes:** Not Evaluated

## Chapter 10: Non-Web documents

**Notes:** Not Evaluated

## Chapter 11: Software

**Notes:** Not Evaluated

## Chapter 12: Documentation and support services

Criteria	Conformance level	Remarks and explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	<b>Applicable – Not Tested</b>	<b>Applicable – Not Tested</b>
12.1.2 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in <a href="#">WCAG 2.x</a> section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	<b>Applicable – Not Tested</b>	<b>Applicable – Not Tested</b>
12.2.3 Effective communication	<b>Applicable – Not Tested</b>	<b>Applicable – Not Tested</b>
12.2.4 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in <a href="#">WCAG 2.x</a> section

## Chapter 13: ICT providing relay or emergency service access

**Notes:** Not Evaluated

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