Hexagon Geospatial Accessibility Conformance Report

Revised Section 508 Edition

VPAT® **Version 2.4 - February 2020**

Name of Product/Version: ERDAS IMAGINE 2020

Report Date:

Product Description:

Contact Information:

Notes:

Evaluation Methods Used: Testing is based on general product knowledge

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

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 2.0 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:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	IMAGINE is a desktop app focusing on image display and exploitation. Fields on forms all have labels and icons on tool bars have tool tip textual information.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	IMAGINE does not include or deal with any audio or video content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	IMAGINE has no prerecorded audio.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	IMAGINE has no prerecorded audio
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Not Applicable	IMAGINE is a desktop application and its styling cannot be changed and hence the relationships of its elements will not change.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	IMAGINE is a desktop application and its styling cannot be changed and hence the relationships of its elements will not change.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	IMAGINE is a desktop application for image exploitation and manipulation. It relies on human vision for its operation. It does not, however require hearing or speech.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When IMAGINE is conveying information through non-textual means (in the form of some graphic) the states are distinguishable through both color and shape.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	IMAGINE does not have any audio components.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exception	IMAGINE is an image exploitation application. All text and numeric entry fields can be operated with just the keyboard. However, interaction with graphical elements within the image area (the map) require the use of a pointing device. Examples include: Touch Pad, Mouse, Track Ball, etc.
2.1.2 No Keyboard Trap (Level A)		

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There are no time limits present in IMAGINE.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	IMAGINE does not, in general, have UI elements that move (or blink). It is possible to have the content of the map area (the image for example) to automatically scroll. In this case the scroll rate is controllable by the user and can be stopped, paused and started by the user.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	IMAGINE does not contain any user elements that flash. It is possible to flash one image on and off on top of another for comparison purposes, but in this case the rate of flash is controlled by the user.
2.4.1 Bypass Blocks (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	Not Applicable	IMAGINE is a desktop image exploitation application and does not have blocks of content like a web page.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Not Applicable	IMAGINE is a desktop image exploitation application and does not include web pages (with the exception of the online help). However, it should be noted that each dialog does have a descriptive title.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

2.4.3 Focus Order (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	IMAGINE is a desktop image exploitation application and is not a Web page. The meaning of a dialog or form does not change based on the order of navigation of focus.

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not Applicable	IMAGINE is desktop software with no links.

3.1.1 Language of Page (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Does not Support	IMAGINE is a desktop software which is only available in English.

3.2.1 On Focus (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	IMAGINE screens do not change based on focus.

3.2.2 On Input (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	IMAGINE screens do not change based on input.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	IMAGINE gives feedback on erroneous input.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	IMAGINE uses labels on inputs and also has tool tip to give further explanation. In addition, there is detailed online available.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	IMAGINE is a desktop application and is not implemented using a markup language.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	IMAGINE is a desktop application and not written in HTML.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to:	Not Applicable	IMAGINE does not include live audio or video.

Criteria	Conformance Level	Remarks and Explanations

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:
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Not Applicable	IMAGINE does not include any prerecorded audio.

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Supported	IMAGINE uses black text on a light gray background (or on a white background) both of which result in contrast ratios much higher than the 4.5:1 ratio.

1.4.4 Resize text (Level AA)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Supported	IMAGINE can be configured to use larger text sizes.

1.4.5 Images of Text (Level AA)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Not Applicable	IMAGINE does not use images of text in the user interface.

2.4.5 Multiple Ways (Level AA)
Also applies to:
Revised Section 508
  • 501 (Web)(Software) – Does not apply to non-web software
  • 504.2 (Authoring Tool)
	Not Applicable	IMAGINE is not a web application.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supported	IMAGINE uses windows APIs and the focus is generally indicated by the presence of an outline or a in insertion cursor, etc. However, in the case of the image display area, there is not an indication when the map area has focus.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supported with Exceptions	IMAGINE uses windows APIs and the focus is generally indicated by the presence of an outline or a in insertion cursor, etc. However, in the case of the image display area, there is not an indication when the map area has focus.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	IMAGINE is only available in English.
3.2.3 Consistent Navigation (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	Supported	IMAGINE uses a consistent mechanism for navigating through controls and tool bars.
3.2.4 Consistent Identification (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	Supported	IMAGINE uses components in a consistent manner.
3.3.3 Error Suggestion (Level AA)	Not Supported	IMAGINE detects and reports errors on inputs but does

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		not make suggestions for correction.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	IMAGINE does make legal commitments.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.4.9 Images of Text (No Exception) (Level AAA)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Not Supported	IMAGINE is an application for image exploitation and processing and as such it requires that the user have vision. The state of technology is not such that the machine could interpret the image and describe it to the user. This, in fact, is typically what the user is doing. That is he/she is interpreting the image and creating reports of various fashions. If the software were sophisticated enough to interpret the image then there would be no need for the user in this case.
302.2 With Limited Vision	Supported with exception	IMAGINE is an application for image exploitation and processing. While complete vision is required for full use much of it can be used with limited vision, depending on the extent of limitation. For example IMAGINE can display imagery in stereo, but this requires stereo vision (i.e. two working eyes). Also it can work with panchromatic or color images. If a user is color blind work with color images is difficult.
302.3 Without Perception of Color	Supported with exception	IMAGINE is an application for image

Criteria	Conformance Level	Remarks and Explanations
		exploitation and processing. It can work with panchromatic or color images. If a user is color blind work with color images is difficult, but panchromatic image use will still work.
302.4 Without Hearing	Supports	IMAGINE does not use audio and hence does not require hearing.
302.5 With Limited Hearing	Supports	IMAGINE does not use audio and hence does not require hearing.
302.6 Without Speech	Supports	IMAGINE does not recognize or use any audio input, hence it can be operated without speech.
302.7 With Limited Manipulation	Supported with Exception	IMAGINE does require keyboard use and in some cases it requires the operation of a mouse button in conjunction with the keyboard. However, special mice and software is available which can be configured to avoid the simultaneous use of the keyboard.
302.8 With Limited Reach and Strength	Supported with Exception	IMAGINE does require keyboard use and in some cases it requires the operation of a mouse button in conjunction with the keyboard. However, special mice and software is available which can be configured to avoid the simultaneous use of the keyboard.
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Supported	IMAGINE is designed for use by trained professionals.

Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening		
402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General		
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General		
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General		
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General		
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible		
407.3.2 Alphabetic Keys		
407.3.3 Numeric Keys		
407.4 Key Repeat		
407.5 Timed Response		
407.6 Operation		

Criteria	Conformance Level	Remarks and Explanations
407.7 Tickets, Fare Cards, and Keycards		
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General		
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General		
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General		
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		

Criteria	Conformance Level	Remarks and Explanations
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID		
412.7 Video Communication		
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions		
413.1.2 Pass-Through of Closed Caption Data		
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.2.2 No Disruption of Accessibility Features	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.

Criteria	Conformance Level	Remarks and Explanations
502.3.2 Modification of Object Information	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.3.3 Row, Column, and Headers	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.3.4 Values	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.3.5 Modification of Values	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.3.6 Label Relationships	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.3.7 Hierarchical Relationships	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.3.8 Text	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.3.9 Modification of Text	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.3.10 List of Actions	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.3.11 Actions on Objects	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.3.12 Focus Cursor	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.3.13 Modification of Focus Cursor	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.3.14 Event Notification	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
502.4 Platform Accessibility Features	Not Applicable	IMAGINE is not platform software and relies upon Window for such services.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	IMAGINE uses system preferences for primary dialog color and fonts, however it has its own theme mechanism that goes

Criteria	Conformance Level	Remarks and Explanations
		beyond that of the OS.
503.3 Alternative User Interfaces	Not Applicable	IMAGINE does not have an alternate user interface.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section
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

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports with Exception	IMAGINE documentation does not explain the accessibility features as they are inherited from the Windows OS and it is expected that the Windows OS Documentation be referenced.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Supported	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	Only electronic documentation is available.
603.3 Accommodation of Communication Needs	Not Applicable	We provide several support service options

Criteria	Conformance Level	Remarks and Explanations
		for end-users with disabilities who are facings difficulties with one of our products. Besides a web based Support Portal, which is available 24 hours 7 days a week there is also phone support channel available where our customers can talk to one of support agents. With the Hexagon Geospatial Community (https://community.hexagongeospatial.com/) there is also self service support system available where our product users can find comprehensive technical information across all Hexagon Geospatial Products.

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.