

Turning Technologies Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Dojo360

Report Date: May 17, 2021

Product Description: Online Learning Engagement Platform

Contact Information: support@turningtechnologies.com; turning.force.com/support/s/contactsupport

Evaluation Methods Used: A functional review was based on general product knowledge and manual testing using assistive technologies and website accessibility tools. Below are some of the key evaluation tools and testing methods used to inform this VPAT®.

- Tool-Based Testing: SiteImprove; pa11y; Deque aXe; Google Lighthouse
- Color Contrast Test: Chrome Developer Tools, WebAIM Color Contrast Checker.
- Screen Reader Tests: JAWS (Edge, Firefox, Chrome); NVDA (Chrome, Firefox); Voiceover (Safari)

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

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> • Text alternatives are provided for non-text content that is used as part of the LMS such as images and icons. • Users can add alternative text to their uploaded course images. |
| <p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> • Time-based media are not a part of the LMS. • Users control the content they produce. |
| <p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> • Time-based media are not a part of the LMS. • Users control the content they produce. • Users can embed a video link that supports closed caption (e.g., YouTube). |
| <p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> • Time-based media are not a part of the LMS. • Users control the content they produce. |
| <p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) | Supports | Content is conveyed visually through presentation can be programmatically determined by assistive technologies or are available in text. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| <p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | The reading and navigation order are logical and intuitive (moves left to right and top to bottom of the page). |
| <p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | <p>Any concepts suggested through shape, size, visual location, orientation, or sound is also communicated through language. Textual equivalents may be visible or hidden (alternative text, title attribute, ARIA alerts, etc.).</p> <p>Exception:</p> <ul style="list-style-type: none"> The Hotspot question option is not accessible, due to requiring precise visual location on an image. Users control their own content. |
| <p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> Color is not used as the only visual means of conveying information. |
| <p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> Standard audio controls are available for video and audio content. Users control their own content. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| <p><u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | <ul style="list-style-type: none"> • Forms are accessible by keyboard and assistive technologies. Forms could use a combination of fields, buttons, inline help, and links. • Some pop-up menu lists are not accessible or require navigation using the tab key rather than the arrow keys – the more commonly expected keyboard behavior. • The Hotspot question option is not keyboard accessible due to the visual requirement of the activity. • Users control their own content. |
| <p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | No keyboard traps. |
| <p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Instructor roles control the time of sessions in real-time. |
| <p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Instructor roles control the time of sessions in real-time. |
| <p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to:</p> | Supports | <ul style="list-style-type: none"> • The product does not contain any flashing contents that would violate this criterion. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | <ul style="list-style-type: none"> • Users control their own content. |
| <u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 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 | Does Not Support | <ul style="list-style-type: none"> • The product currently lacks Skip to main content links, headings and ARIA landmarks to help users avoid repetitive and non-essential content. • Users control their own content. |
| <u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> • Web pages have titles or headings that describe the topic or purpose. • Users control their own content. Exception: <ul style="list-style-type: none"> • iFrames for embedded videos may not have the title attribute. |
| <u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> • Each page has a logical tab order. • Users control their own content. |
| <u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> • Links are unique and contextual. • Users can add a title description to their content link text. |
| <u>3.1.1 Language of Page</u> (Level A) Also applies to: | Supports | Pages have a specified language embedded (English by default). |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | When any user interface component receives focus, it does not initiate a change of context. |
| <u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Submission buttons are used to initiate a change of context, or description is provided to the user before action is taken. |
| <u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | Error messages are communicated using a combination of ARIA alerts, ARIA landmarks, headings and links. Where possible, error messages describe each error and link to the appropriate field for resolving the error. |
| <u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> • Forms have clear headings, labels, field sets, and buttons. Inline help is provided as needed. • The expanded/collapsed state of secondary form content is clearly indicated, and the fields are accessible. |
| <u>4.1.1 Parsing</u> (Level A) Also applies to: | Partially Supports | <ul style="list-style-type: none"> • Web pages are written to HTML5 specifications. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | <ul style="list-style-type: none"> Users control their own content. Exception: <ul style="list-style-type: none"> Multiple elements with the same ID. IDs must be unique. |
| 4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Does Not Support | <ul style="list-style-type: none"> Some form elements for administrator roles do not have a label or are not semantically marked correctly. Thus, users of assistive technology will not be able to correctly or easily interpret the information. Several instances of WAI-ARIA attributes (e.g., aria-labelledby) with references to an ID that does not exist on the page. |

Table 2: Success Criteria, Level AA

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| 1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> Time-based media are not part of the LMS by default. Users control their own content. |
| 1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Not applicable. |
| 1.4.3 Contrast (Minimum) (Level AA) | Supports | <ul style="list-style-type: none"> Foreground to background contrast adheres to |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | <p>color contrast standards.</p> <ul style="list-style-type: none"> • Users control their own content. |
| <p>1.4.4 Resize text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> • Text and icons can be resized up to 200% without loss of content or functionality. • Users control their own content. |
| <p>1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> • Images of text are not used by default. • Users control their own content. |
| <p>2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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 | Supports | <ul style="list-style-type: none"> • Pages have consistent navigation areas. • The search and find features built into assistive technologies. • Users control their own content. |
| <p>2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> • Pages have descriptive headings and labels. • Users control their own content. |
| <p>2.4.7 Focus Visible (Level AA)</p> | Supports | <ul style="list-style-type: none"> • A visible focus indicator or effect is present on |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | <p>all focusable interface elements for keyboard and screen reader navigation.</p> |
| <p><u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <ul style="list-style-type: none"> • All parts have a specified language embedded (English by default). • Users control their own content. |
| <p><u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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 | Supports | <p>Navigation models are consistent throughout the application.</p> |
| <p><u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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 | Supports | <p>Components with the same functionality are labeled and identified consistently throughout the application.</p> |
| <p><u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | <p>Error messages are communicated using a combination of ARIA alerts, ARIA landmarks, headings and links. Where possible, error messages describe each error and link to the appropriate field for resolving the error.</p> <p>Exception:</p> <ul style="list-style-type: none"> • Screen reader users during a session are not notified when the instructor moves to the next |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| | | slide or question. <ul style="list-style-type: none"> No accessible notification for screen readers when messages are sent/received during a chat session. |
| <p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Not applicable. |

Table 3: Success Criteria, Level AAA

Notes: Deleted; Not applicable.

Revised Section 508 Report

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

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------------------------|--------------------|--|
| 302.1 Without Vision | Partially Supports | The product uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to Assistive Technologies. |
| 302.2 With Limited Vision | Supports | Supports when combined with compatible assistive technology. <ul style="list-style-type: none"> All product functionalities perform well at 200% zoom level. Color contrast of foreground text with background is maintained according to standard specifications. Icons and text resize with browser (and other technology) scaling/zooming options. |
| 302.3 Without Perception of Color | Supports | Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. |
| 302.4 Without Hearing | Not Applicable | No auditory alerts are used. |
| 302.5 With Limited Hearing | Not Applicable | No auditory alerts are used. |
| 302.6 Without Speech | Not Applicable | Speech input is not required. |
| 302.7 With Limited Manipulation | Partially Supports | Supports when combined with compatible assistive technology. The product does not fully support standard input mechanisms such as user- |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| | | provided keyboards and pointing devices. Usage of the product does not require fine motor controls nor simultaneous actions. |
| 302.8 With Limited Reach and Strength | Not Applicable | |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | Efforts have been made to apply accessibility best practices to alternative software. See the responses in the WCAG 2.0 section of this report. <ul style="list-style-type: none"> • Simple language is used for text content. • Visual illustrations are used along with text. • Interface navigation is made simple through use of hierarchical headings. |

Chapter 4: [Hardware](#)

| 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 | Not Applicable | |
| 402.2.2 Transactional Outputs | Not Applicable | |
| 402.2.3 Speech Delivery Type and Coordination | Not Applicable | |
| 402.2.4 User Control | Not Applicable | |
| 402.2.5 Braille Instructions | Not Applicable | |
| 402.3 Volume | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 402.3.1 Private Listening | Not Applicable | |
| 402.3.2 Non-private Listening | Not Applicable | |
| 402.4 Characters on Display Screens | Not Applicable | |
| 402.5 Characters on Variable Message Signs | Not Applicable | |
| <u>403 Biometrics</u> | Heading cell – no response required | Heading cell – no response required |
| 403.1 General | Not Applicable | |
| <u>404 Preservation of Information Provided for Accessibility</u> | Heading cell – no response required | Heading cell – no response required |
| 404.1 General | Not Applicable | |
| <u>405 Privacy</u> | Heading cell – no response required | Heading cell – no response required |
| 405.1 General | Not Applicable | |
| <u>406 Standard Connections</u> | Heading cell – no response required | Heading cell – no response required |
| 406.1 General | Not Applicable | |
| <u>407 Operable Parts</u> | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast | Not Applicable | |
| <u>407.3 Input Controls</u> | Heading cell – no response required | Heading cell – no response required |
| 407.3.1 Tactilely Discernible | Not Applicable | |
| 407.3.2 Alphabetic Keys | Not Applicable | |
| 407.3.3 Numeric Keys | Not Applicable | |
| 407.4 Key Repeat | Not Applicable | |
| 407.5 Timed Response | Not Applicable | |
| 407.6 Operation | Not Applicable | |
| 407.7 Tickets, Fare Cards, and Keycards | Not Applicable | |
| <u>407.8 Reach Height and Depth</u> | Heading cell – no response required | Heading cell – no response required |
| 407.8.1 Vertical Reference Plane | Not Applicable | |
| 407.8.1.1 Vertical Plane for Side Reach | Not Applicable | |
| 407.8.1.2 Vertical Plane for Forward Reach | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 407.8.2 Side Reach | Not Applicable | |
| 407.8.2.1 Unobstructed Side Reach | Not Applicable | |
| 407.8.2.2 Obstructed Side Reach | Not Applicable | |
| 407.8.3 Forward Reach | Not Applicable | |
| 407.8.3.1 Unobstructed Forward Reach | Not Applicable | |
| 407.8.3.2 Obstructed Forward Reach | Not Applicable | |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | Not Applicable | |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach | Not Applicable | |
| <u>408 Display Screens</u> | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility | Not Applicable | |
| 408.3 Flashing | Not Applicable | |
| <u>409 Status Indicators</u> | Heading cell – no response required | Heading cell – no response required |
| 409.1 General | Not Applicable | |
| <u>410 Color Coding</u> | Heading cell – no response required | Heading cell – no response required |
| 410.1 General | Not Applicable | |
| <u>411 Audible Signals</u> | Heading cell – no response required | Heading cell – no response required |
| 411.1 General | Not Applicable | |
| <u>412 ICT with Two-Way Voice Communication</u> | Heading cell – no response required | Heading cell – no response required |
| <u>412.2 Volume Gain</u> | Heading cell – no response required | Heading cell – no response required |
| 412.2.1 Volume Gain for Wireline Telephones | Not Applicable | |
| 412.2.2 Volume Gain for Non-Wireline ICT | Not Applicable | |
| <u>412.3 Interference Reduction and Magnetic Coupling</u> | Heading cell – no response required | Heading cell – no response required |
| 412.3.1 Wireless Handsets | Not Applicable | |
| 412.3.2 Wireline Handsets | Not Applicable | |
| 412.4 Digital Encoding of Speech | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| 412.5 Real-Time Text Functionality | Reserved for future | Reserved for future |
| 412.6 Caller ID | Not Applicable | |
| 412.7 Video Communication | Not Applicable | |
| 412.8 Legacy TTY Support | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability | Not Applicable | |
| 412.8.2 Voice and Hearing Carry Over | Not Applicable | |
| 412.8.3 Signal Compatibility | Not Applicable | |
| 412.8.4 Voice Mail and Other Messaging Systems | Not Applicable | |
| <u>413 Closed Caption Processing Technologies</u> | Heading cell – no response required | Heading cell – no response required |
| 413.1.1 Decoding and Display of Closed Captions | Not Applicable | |
| 413.1.2 Pass-Through of Closed Caption Data | Not Applicable | |
| <u>414 Audio Description Processing Technologies</u> | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners | Not Applicable | |
| 414.1.2 Other ICT | Not Applicable | |
| <u>415 User Controls for Captions and Audio Descriptions</u> | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls | Not Applicable | |
| 415.1.2 Audio Description Controls | Not Applicable | |

Chapter 5: [Software](#)

| 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 |
| <u>502 Interoperability with Assistive Technology</u> | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not Applicable | The product is not considered platform software as defined by Section 508. |
| 502.2.2 No Disruption of Accessibility Features | Supports | The product is compatible with operating system and browser accessibility features configured by the user. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|--|
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Partially Supports | <p>The product is not considered platform software as defined by Section 508.</p> <ul style="list-style-type: none"> • Most content conveyed visually through presentation can be programmatically determined by assistive technologies or are available in text. |
| 502.3.2 Modification of Object Information | Not Applicable | |
| 502.3.3 Row, Column, and Headers | Not Applicable | |
| 502.3.4 Values | Not Applicable | |
| 502.3.5 Modification of Values | Not Applicable | |
| 502.3.6 Label Relationships | Not Applicable | |
| 502.3.7 Hierarchical Relationships | Not Applicable | |
| 502.3.8 Text | Not Applicable | |
| 502.3.9 Modification of Text | Not Applicable | |
| 502.3.10 List of Actions | Not Applicable | |
| 502.3.11 Actions on Objects | Not Applicable | |
| 502.3.12 Focus Cursor | Not Applicable | |
| 502.3.13 Modification of Focus Cursor | Not Applicable | |
| 502.3.14 Event Notification | Not Applicable | |
| 502.4 Platform Accessibility Features | Not Applicable | |
| <u>503 Applications</u> | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Not Applicable | Turning Technologies does not provide user interfaces that function as assistive technology. |
| 503.3 Alternative User Interfaces | Not Applicable | Turning Technologies does not provide any alternative user interfaces that function as assistive technology. |
| 503.4 User Controls for Captions and Audio Description | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|-------------------------------------|
| 503.4.1 Caption Controls | Not Applicable | |
| 503.4.2 Audio Description Controls | Not Applicable | |
| <u>504 Authoring Tools</u> | 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 | Partially Supports | |
| 504.3 Prompts | Not Applicable | |
| 504.4 Templates | Not Applicable | |

Chapter 6: [Support Documentation and Services](#)

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|---|
| <i>601.1 Scope</i> | Heading cell – no response required | Heading cell – no response required |
| <u>602 Support Documentation</u> | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | Does Not Support | Accessibility related documentation is currently not available to users. |
| 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 | Does Not Support | Accessibility related documentation is currently not available to users. |
| <u>603 Support Services</u> | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Partially Supports | VPAT for products is publicly available on Turning Technologies official website (https://www.turning.com/accessibility) |
| 603.3 Accommodation of Communication Needs | Supports | Turning Technologies support can be reached via telephone (1-866-756-3015), email (support@turningtechnologies.com), or through the teams support ticket system (turning.force.com/support/s/contactsupport). |

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