CaptionSync Web User Interface Accessibility Conformance Report

(Based on VPAT® Version 2.4)

Name of Product/Version: CaptionSync Web User Interface (CaptionSync), Version 12.0

Report Date: July 2021

Product Description: CaptionSync by AST is a web-based solution for requesting closed captions, transcripts, translation, audio description and video search data.

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Notes: This report supercedes previous conformance reports for CaptionSync.

When evaluating the accessibility of CaptionSync it is important to distinguish between a) the CaptionSync web user interface (a multi-page web application), b) external systems such as online video platforms and online storage platforms that sometimes send content and data to the CaptionSync service, and c) the products or outputs of the CaptionSync service (these outputs include captions, descriptions, and transcripts).

Users can access the CaptionSync service in a variety of ways, and they can provide a range of types of content as inputs to the process, as explained in more detail on our

website.[1] While quality and accuracy of captions and descriptions are not specifically addressed in WCAG 2.1 and the other standards and guidelines covered in this report, these factors are extremely important in order to deliver equally effective communication. Machine-generated transcription, and transcripts created by untrained amateurs, have higher error rates and much lower intelligibility than the professional transcripts such as those created by AST using our CaptionSync service.[2]

Note however that customers can provide their own transcript when requesting captions for a video. In this case the accuracy and completeness of the captions is dependent on the accuracy and completeness of the customer-supplied transcript. Similarly, there are aspects of the customer-supplied video that have implications for overall accessibility. Customers should ensure that they request CaptionSync audio description services[3] if their video contains visual information that is not described in the dialog of the video's audio track, and they should ensure that the video does not contain flashes that exceed the thresholds outlined in S.C. 2.3.1.

In general this report covers the accessibility features of the CaptionSync web user interface, but where appropriate we reference techniques that customers can use to

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[1] See: https://www.automaticsync.com/captionsync/learn/how-to-caption/

[2] See our research on accuracy and intelligibility: https://www.automaticsync.com/captionsync/learn/research-closed-captioning/

[3] For details on AST's audio description services, see: https://www.automaticsync.com/captionsync/service-list/audio-description-example/

ensure compliance through use of CaptionSync services or through steps in their own video production processes.

Evaluation Methods Used: Automatic Sync Technologies (AST) tested the CaptionSync web user interface using supported modern web browsers and assistive technology, including the NVDA screen reader from NV Access (on Windows) and VoiceOver from Apple (on Mac). Test cases were developed based both on use cases envisioned by AST during product design and development, and on testing and use cases reported by customers. Code inspection, disabling CSS, and testing with WebAIM's WAVE tool were also used in the evaluation process.

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)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (N)

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 2.1 Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes: The Smart Player and its documentation are delivered entirely via web browsers, so all conformance remarks and explanations relate to Web criteria.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The CaptionSync web UI is primarily text-based. There are a small number of icons that are used, such as the "help" question mark and a pencil-shaped "edit" icon are are used in place of text as their visible button labels. All of these icons have titles and alternative text that can be interpreted by assistive technology such as screen readers. This criterion was validated via code inspection, verifying that each non-text control had appropriate and relevant alternative text. Note that the explanations for this criterion apply only to the CaptionSync web UI itself, not the video content supplied by customers. Please see the Notes section on pages 1 - 2 for details on how video or audio content is made accessible using CaptionSync.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) • 11.2.2.2.1 and 11.2.2.2.2 (Closed Software)	Web: Supports	Web: The CaptionSync web UI does not have any audio-only or video-only components, but it does reference and play customer-supplied video or audio files. This was validated via manual inspection and code inspection of CaptionSync web pages. For audio-only content, customers should request

Criteria	Conformance Level	Remarks and Explanations
11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		transcription and captioning via the CaptionSync service. The captions and transcript provide an alternative. For video-only content, customers should request audio description via the CaptionSync Service. Audio description or a full-text alternative can be used to provide an alternative for video-only content. Please see the Notes section on pages 1 - 2 for details on how video or audio content is made accessible using CaptionSync.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.2.3 (Web) 10.2.3 (non-web document) 11.2.1.3 (Software) 11.2.2.3 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The CaptionSync web UI does not have any video components, but it does reference and play customer-supplied prerecorded video files. This was validated via manual inspection and code inspection of CaptionSync web pages. When using CaptionSync with prerecorded video content, customers should request transcription and captioning via the CaptionSync service to meet this success criterion. Please see the Notes section on pages 1 - 2 for details on how video content is made accessible using CaptionSync.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.2.4 (Web) 10.2.4 (non-web document) 11.2.1.4 (Software) 11.2.2.4 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Web: Supports	Web: The CaptionSync web UI does not have any video components, but it does reference and play customer-supplied prerecorded video files. This was validated via manual inspection and code inspection of CaptionSync web pages. When using the CaptionSync with prerecorded video content, customers should request our audio description services via the CaptionSync to meet this success criterion. CaptionSync audio description services

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		provide both extended audio description and a full-text alternative, either of which can be used to meet this success criterion. Note also that by using extended audio description rather than standard audio description we ensure that the descriptions do not interfere with the original audio track, and provide the thorough descriptions necessary for blind and low-vision users to understand educational content even if it has a very dense dialog with few gaps in the audio. Please see the Notes section on pages 1 - 2 for details on how video content is made accessible using CaptionSync services.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Information, structure, and relationships are available programmatically or via text. This was validated via code inspection of CaptionSync web pages, and by viewing each page without CSS.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software)	Web: Supports	Web: Content in the CaptionSync web UI is presented in a meaningful sequence, and sequence that affects meaning can be programmatically determined. This was validated via code inspection of CaptionSync web pages, and by viewing each page without CSS.

Criteria	Conformance Level	Remarks and Explanations
11.2.2.8 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.2.9 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Instructions do not rely on sensory characteristics of the components. The function of all icons can be determined via their title element, which can be accessed via assistive technology such as screen readers. This criterion was tested via manual inspection and code inspection of CaptionSync web pages.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria 9.2.10 (Web) 10.2.10 (non-web document) 11.2.1.10 (Software) 11.2.2.10 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508	Web: Supports	Web: Color is not used as the only means of conveying information. This was tested via manual inspection and code inspection of CaptionSync web pages, including inspection after testing of each feature of the web UI.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria 9.2.11 (Web) 10.2.11 (non-web document) 11.2.1.11 (Software) 11.2.2.11 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Audio does not play automatically; audio/video is played only on user request (following Technique G171). This was tested via manual inspection and code inspection of CaptionSync web pages, including inspection after testing of each feature of the web UI.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria 9.2.15 (Web) 10.2.15 (non-web document) 11.2.1.15 (Software) 11.2.2.15 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: All functionality is available from the keyboard. Keys required are Tab (to move focus), Enter (to select), up, down, left and right arrows (for sliders), Esc (to exit modals), and alphanumeric keys to enter search terms. There are no controls in the web UI that require simultaneous keystrokes. This was tested manually by using the keyboard to access all supported features of the CaptionSync web UI.
2.1.2 No Keyboard Trap (Level A) Also applies to:	Web: Supports	Web: Focus can be moved using only a keyboard interface, with no keyboard traps. This was tested by

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		using the keyboard to access all supported features of CaptionSync, tabbing through the entire interface for each page.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web: Supports	Web: There are no character key shortcuts in the CaptionSync web UI.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: There are no time limits or timeouts in the web UI. The only function with a timing element is the Play/Pause feature of the caption editor. Video/audio will play until completion when the Play control is used, unless the user pauses using the corresponding Pause control. This was validated via code inspection, and through manual testing of each supported feature.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.18 (Web) • 10.2.18 (non-web document)	Web: Supports	Web: The user can pause or stop media playback in the caption editor. This was validated via code inspection, and through manual testing of each supported feature.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.1.18 (Software) • 11.2.2.18 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The CaptionSync web UI itself does not include anything that flashes. This was validated through manual testing of each supported feature. Video producers should ensure that their video content conforms to flash thresholds.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports	Web: ARIA landmarks are used to identify regions of the page (such as "nav" and "main"), as per Technique ARIA11. These features allow assistive technology users to skip quickly to the desired section of a page. This was validated via manual inspection and code inspection of CaptionSync web pages.

Criteria	Conformance Level	Remarks and Explanations
2017 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		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: CaptionSync pages are titled in a way that describe their purpose. This was validated via code inspection of all CaptionSync web pages.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Focus order preserves the meaning and operability of the CaptionSync web UI. This was validated via code inspection, and through manual testing of all CaptionSync pages.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The purpose of each link in CaptionSync can be determined from the link text alone, except where the purpose of the link would be ambiguous in general, as per SC 2.4.4. The main challenge that we are working on in this area is a general usability challenge, resulting from use of terms that may not be familiar to users who do not have experience with all of our features and names for those features. We are working to make the names of features (and their corresponding links) more intuitive in the next major release of the CaptionSync web UI.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports	Web: There are no path-based or multipoint that cannot be operated with a single point gesture.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	Web: For pointer actions, activation occurs on up events.
2.5.3 Label in Name (Level A 2.1 only)	Web: Supports	Web: The names of CaptionSync UI components are based on the visible labels.
2.5.4 Motion Actuation (Level A 2.1 only)	Web: Not Applicable	Web: There is no motion actuation in the CaptionSync web UI.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria	Web: Supports	Web: CaptionSync UI pages are currently always presented in English, and this can be programmatically determined (<html lang="en"> is included in the code

Criteria	Conformance Level	Remarks and Explanations
9.2.27 (Web) 10.2.27 (non-web document) 11.2.1.27 (Software) 11.2.2.27 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		for each page). This was verified by code inspection.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 9.2.29 (Web) 10.2.29 (non-web document) 11.2.1.29 (Software) 11.2.2.29 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Components do not change context when they receive focus. This was validated via code inspection, and through manual testing of each component in the CaptionSync web UI.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria 9.2.30 (Web) 10.2.30 (non-web document) 11.2.1.30 (Software) 11.2.2.30 (Closed Software) – Does not apply 11.6.2 (Authoring Tool)	Web: Supports	Web: When components of the CaptionSync web UI receive focus they do not initiate a change in context. This was validated via code inspection, and through manual testing of each component of the CaptionSync web UI.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
[3.3.1 Error Identification](#) (Level A) Also applies to: EN 301 549 Criteria • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Input errors are identified to the user in text form. This criterion was evaluated via code inspection, and through manual testing of each component of the CaptionSync web UI.
[3.3.2 Labels or Instructions](#) (Level A) Also applies to: EN 301 549 Criteria • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Supports	Web: All form input fields include labels and relevant instructions. This criterion was evaluated via code inspection, and through manual testing of each component of the CaptionSync web UI.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: All elements have complete start and end tags, are nested according to their specifications, they do not contain duplicate attributes, and IDs are unique, except where the specifications allow these features. This criterion was evaluated via code inspection of all of the CaptionSync web UI compenents.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The names and roles of user interface components can be programmatically determined and set. Notification of changes is available to user agents, including assistive technology. This criterion was evaluated via code inspection of all of the CaptionSync web UI compenents.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The CaptionSync web UI is not used for live video (but it can be used to schedule live captioning sessions). Please see the Notes section on pages 1 - 2 for details on how video or audio content is made accessible using the CaptionSync web UI.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: CaptionSync supports audio description via two methods: a) via a text track (Technique H96), and b) a secondary audio file that contains descriptions created using Text-to-Speech. Customers can request audio description services via CaptionSync in the same way that they request captions. Please see the Notes section on pages 1 - 2 for details on how video or audio content is made accessible using the CaptionSync web UI. This was validated via code inspection, and through manual testing of CaptionSync web UI pages for numerous video submissions for which CaptionSync audio description services have been requested.
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	

Criteria	Conformance Level	Remarks and Explanations
		Web: Content is not restricted to a single orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Web: Supports	Web: The purpose of all input fields can be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: All text meets Level AA minimum contrast ratios. This criterion was tested using the WebAIM WAVE tool on CaptionSync web UI pages.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Partially Supports	Web: All text can be resized up to 200 percent without loss of content or functionality using standard browser page zoom controls. Currently we do not support the "Change font size" feature in browsers that would allow users to change text size independent of other UI elements. However, our user interfaces are designed in a "responsive" manner, meaning that elements adjust automatically to the available screen space, thus making zoom an effective workaround for resizing text.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: With the exception of the CaptionSync logo, images of text are not used in the CaptionSync web UI. The CaptionSync logo falls under the "essential presentation" exception of SC 1.4.5, and the logo text is included in an alt tag. This was validated via code inspection, and through manual testing of CaptionSync web UI pages (all of which use the same components). Note that customers may use the CaptionSync web UI to caption videos that include images of text that is not described in the dialog. To ensure accessibility in this scenario, customers should request CaptionSync audio description services, as described in the Notes section on pages 1 – 2 of this report.
1.4.10 Reflow (Level AA 2.1 only)	Web: Partially Supports	Web: The CaptionSync web UI is designed to reflow content in a responsive manner to avoid scrolling in two directions. However, the minimum screen width required to retain full visibility of both the menu and input field labels is 770px. We are evaluating how a width of 320 px can best be supported, and hope to implement this in the next major update of the CaptionSync web UI. This functionality was tested using Chrome Developer tools with the viewport width and heights specified above.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Supports	Web: Active controls and their associated icons have a contrast ratio of 3:1 or higher. This feature was tested using WebAIM's WAVE testing tool.
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Supports	Web: The CaptionSync web UI is designed with

Criteria	Conformance Level	Remarks and Explanations
		"responsive design" containers, meaning that all text and controls are designed to wrap and remain fully visible even with smaller screen sizes, enlarged text, or greater line or font spacing. This feature was tested using manual overrides of the CSS and fonts, and with a Chrome extension that increases text size and spacing.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Supports	Web: Pointer hover and keyboard focus does not trigger additional content, except for content controlled by the browser (e.g., display of the title element).
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: In order to keep the web UI simple and maximize usability, CaptionSync was designed such that only the most commonly needed features are enabled when an account is initially created. Users can enable new features when they need them. For the most commonly used features, there are multiple ways to access them, such as through the Dashboard Quick Links and also through the navigation menu. There are also breadcrumbs on each page, allowing easy access to other levels of the navigation hierarchy. The CaptionSync UI also conforms to technique G185, linking to all pages from the home page. This criterion was evaluated through manual testing and through user feedback. Usability and proposed design improvements are being assessed through test sessions with actual users.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply	Web: Supports	Web: There is only one heading for each CaptionSync page, and they describe the purpose of the pages. There are often several buttons and form controls on CaptionSync web UI pages, and they provide descriptive text labels for the function. This was validated via code inspection, and through evaluation of each CaptionSync web UI page to determine if the labels appropriately indicate the function of the controls.

Criteria	Conformance Level	Remarks and Explanations
• 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The keyboard focus is always visible. This was tested by using the keyboard to access all supported features of the CaptionSync web UI, tabbing through the entire interface for each page.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software)	Web: Supports	Web: The CaptionSync web UI is currently only offered in English, and each page indicates lang="en". There are no parts of CaptionSync pages that are presented in a different language than that of the page as a whole. This was tested via code inspection of CaptionSync web UI user interface components.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.2.31 (Web) • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Navigation and content on CaptionSync web UI pages is presented consistently in the same order. This was tested manually by navigating through each page of the CaptionSync UI, and noting the order of content and navigation menus.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.2.32 (Web) • 10.2.32 (non-web document) – Does not apply • 11.2.1.32 (Software) – Does not apply • 11.2.2.32 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Functional components of the CaptionSync web UI are consistently identified and labeled on all pages of the user interface. This was tested manually by navigating through each page of the CaptionSync UI, and noting the order of content and navigation menus.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria	Web: Supports	Web: Error correction suggestions are provided when possible. In some cases the user is prompted to click on a link to an article in our Support Center for more

Criteria	Conformance Level	Remarks and Explanations
9.2.35 (Web) 10.2.35 (non-web document) 11.2.1.35 (Software) 11.2.2.35 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		details. This was tested via manual testing and code inspection of all CaptionSync web UI features, as well as via user testing and feedback during design phases.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.2.36 (Web) 10.2.36 (non-web document) 11.2.1.36 (Software) 11.2.2.36 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The CaptionSync web UI's web pages do not cause legal or financial commitments or allow data changes or deletions.
4.1.3 Status Messages (Level AA 2.1 only)	Web: Supports	Web: The only place in the CaptionSync web UI where status messages are displayed without a change of contest is the upload progress indicator, which is used to notify the user of progress during the upload of a media file. This progress indicator complies with SC 4.1.3 by using role=progressbar and the aria-valuenow attribute.

Table 3: Success Criteria, Level AAA

Notes: AST's target for WCAG 2.0 conformance is Level AA, so most criteria for Level AAA were not evaluated. However, there are some unique features of the Smart Player and the CaptionSync suite of services that can be used to meet Level AAA success criteria, so the applicable criteria are covered here.

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: The CaptionSync web UI supports extended audio description. The CaptionSync Smart Player can be used with CaptionSync outputs to automatically pause the video, playing each description and resuming the video when the description playback is complete. This allows for more comprehensive descriptions than with standard audio description techniques, which is especially valuable for educational video content. Please see the Notes section on pages 1 - 2 for details on how video content is made accessible for use with the CaptionSync web UI through supporting CaptionSync services. This was validated through manual testing of CaptionSync web UI pages for numerous video submissions for which CaptionSync audio description services have been requested.
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: The CaptionSync Smart Player includes a transcript pane that includes an interleaved script containing both the captions and the descriptions of the video. This can be accessed via a screen reader, and is especially useful for users whose vision does not allow them to reliably read captions and whose hearing does not allow them reliably hear the dialog. Please see the Notes section on

Criteria	Conformance Level	Remarks and Explanations
		pages 1 – 2 of this report for details on how video content is made accessible for use with the CaptionSync web UI through supporting CaptionSync services, and the quality assurance processes associated with CaptionSync services.
1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply	Web: Not Applicable	Product is not used for live audio.
1.3.6 Identify Purpose (Level AAA 2.1 only)	Web: Not evaluated	
1.4.6 Contrast Enhanced (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	
1.4.7 Low or No Background Audio (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	
1.4.8 Visual Presentation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	
2.2.3 No Timing (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: Not evaluated	

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		
2.2.4 Interruptions (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	
2.2.5 Re-authenticating (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	
2.2.6 Timeouts (Level AAA 2.1 only)	Web: Not evaluated	
2.3.2 Three Flashes (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: CaptionSync web UI does not contain anything that flashes more than three times per second (in fact, there are no components of the CaptionSync web UI that flash at all). Note that content providers would need to evaluate their video content to ensure that the video also meet this criterion. Please see the Notes section on pages 1 – 2 of this report for details on how video content can be made accessible for use with the CaptionSync web UI. This was validated via code inspection, and also through manual testing of the CaptionSync web UI and each of its user interface components.
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Web: Not evaluated	
2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	

Criteria	Conformance Level	Remarks and Explanations
2.4.10 Section Headings (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Applicable	
2.5.5 Target Size (Level AAA 2.1 only)	Web: Not evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Web: Not evaluated	
3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	
3.1.4 Abbreviations (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	
3.1.5 Reading Level (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	
3.1.6 Pronunciation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	
3.2.5 Change on Request (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	
3.3.5 Help (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	
3.3.6 Error Prevention (All) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: Not evaluated	

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The CaptionSync web UI is compatible with popular screen readers, and can be used to deliver audio description or full-text alternatives for video. Relevant exceptions are noted under . This criteria was tested using NVDA and VoiceOver screen readers.
302.2 With Limited Vision	Supports	The CaptionSync web UI can be resized up to 200 percent without loss of content or functionality using standard browser controls. This criterion was manually tested in all supported browsers to verify supported functionality of the CaptionSync web UI.
302.3 Without Perception of Color	Supports	Color is not used as the only means of conveying information. This was tested via manual inspection and code inspection of CaptionSync web UI

Criteria	Conformance Level	Remarks and Explanations
		web pages, including inspection after testing of each feature of the CaptionSync web UI.
302.4 Without Hearing	Supports	For video content with an audio track, or audio-only content, customers should request transcription and captioning via the CaptionSync service. The captions and transcript provide an alternative representation for individuals without hearing. Please see the Notes section on pages 1 - 2 for details on how video or audio content is made accessible for use with the CaptionSync web UI.
302.5 With Limited Hearing	Supports	Volume level is controllable for video delivered using the CaptionSync web UI. For video content with an audio track, or audio-only content, customers should request transcription and captioning via the CaptionSync service. The captions and transcript provide an alternative representation for individuals without hearing. Please see the Notes section on pages 1 - 2 for details on how video or audio content is made accessible for use with the CaptionSync web UI.
302.6 Without Speech	Supports	Speech input is not required to use the CaptionSync web UI.
302.7 With Limited Manipulation	Supports	All functionality is available from the keyboard. Keys required are Tab (to move

Criteria	Conformance Level	Remarks and Explanations
		focus), Enter (to select), up, down, left and right arrows (for sliders), Esc (to exit modals), Control-A/Control-C (to copy embed codes), and alphanumeric keys to enter search terms. Sticky Keys can be used for the two controls that require simultaneous keystrokes. Keyboard shortcuts are not required to use the CaptionSync web UI efficiently. This was tested manually by using the keyboard to access all supported features. The CaptionSync web UI is not designed specifically for use with speech recognition input or visual trackers, but it could be used with such devices if they emulate either keyboard or mouse inputs.
302.8 With Limited Reach and Strength	Supports	The CaptionSync web UI is a web application, so this criterion is not applicable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The CaptionSync web UI provides several features designed to make use easier for individuals with limited language, cognitive, and learning abilities. For example, when an account is initially created, only the core features required to begin creating captions are enabled, which simplifies the user interface by limiting the number of options. As described under S.C. 2.4.5, we provide multiple means of accessing features. In addition, icons are combined with simple text descriptions of

Criteria	Conformance Level	Remarks and Explanations
		functions and input fields.

Chapter 4: Hardware

Notes: Chapter 4 does not apply. The CaptionSync web UI is a web-based tool and includes no hardware.

Chapter 5: Software

Notes: The CaptionSync web user interface is a web tool, rather than a standalone software application, so in general the WCAG section success criteria are more applicable than Chapter 5 criteria. Remarks related to criteria that are relevant to CaptionSync web UI functionality are referenced below for completeness.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See [WCAG 2.0](#) section	See information in WCAG 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	The CaptionSync web UI is not considered platform software as defined by Section 508.
502.2.2 No Disruption of Accessibility Features	Supports	The CaptionSync web UI does not interfere with operation system or browser accessibility features configured by the user.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	The CaptionSync web UI uses standard HTML and ARIA attributes to describe state, role, and description of UI elements. All criteria in this section were tested via code inspection.
502.3.2 Modification of Object Information	Supports	States and properties in the CaptionSync web UI that can be set by users can also be set using assistive technology.
502.3.3 Row, Column, and Headers	Supports	Rows, columns, and headers of data tables

Criteria	Conformance Level	Remarks and Explanations
		are available to assistive technologies.
502.3.4 Values	Supports	The CaptionSync web UI uses standard HTML and ARIA attributes to maximize compatibility with assistive technology.
502.3.5 Modification of Values	Supports	The CaptionSync web UI uses standard HTML and ARIA attributes to maximize compatibility with assistive technology.
502.3.6 Label Relationships	Supports	The CaptionSync web UI uses standard HTML and WAI-ARIA attributes to describe label relationships of user interface elements to assistive technologies. This includes the use of "<label>" and "aria-labelledby" attributes.
502.3.7 Hierarchical Relationships	Supports	The CaptionSync UI uses standard HTML markup to express hierarchical relationships.
502.3.8 Text	Supports	The CaptionSync UI renders strings as HTML plain text values to maximize compatibility with assistive technology.
502.3.9 Modification of Text	Supports	Text that can be modified in the CaptionSync UI can also be modified using assistive technology as it is exposed using standard HTML markup.
502.3.10 List of Actions	Supports	The CaptionSync web UI uses standard HTML and ARIA attributes to maximize compatibility with assistive technology.
502.3.11 Actions on Objects	Supports	The CaptionSync web UI uses standard HTML and ARIA attributes to maximize compatibility with assistive technology.
502.3.12 Focus Cursor	Supports	Keyboard and cursor focus is shown visually and can be moved using the keyboard or assistive technology.
502.3.13 Modification of Focus Cursor	Supports	The CaptionSync web UI uses standard

Criteria	Conformance Level	Remarks and Explanations
		HTML markup, and honors user settings via the browser or assistive technologies.
502.3.14 Event Notification	Supports	The CaptionSync web UI uses HTML and ARIA attributes such as aria-now and aria-live assertions to notify users of events and state changes in a way that is compatible with assistive technology.
502.4 Platform Accessibility Features	Not applicable	The CaptionSync web UI is not considered platform software as defined by Section 508.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	Some user preferences that are set in the browser are supported, such as page zoom (see SC 1.4.4 above). Font customization and font size (independent of zoom) are not currently supported, but may be supported in a future release.
503.3 Alternative User Interfaces	Not Applicable	CaptionSync does not have 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
503.4.1 Caption Controls	Supports	Caption controls are included in the same menu as volume selection.
503.4.2 Audio Description Controls	Supports	Audio description controls are included in the same menu as volume selection.
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 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The CaptionSync web UI is not considered an authoring tool as defined by Section 508.
504.2.2 PDF Export	Not applicable	The CaptionSync web UI is not considered an authoring tool as defined by Section

Criteria	Conformance Level	Remarks and Explanations
		508.
504.3 Prompts	Not applicable	The CaptionSync web UI is not considered an authoring tool as defined by Section 508.
504.4 Templates	Not applicable	The CaptionSync web UI is not considered an authoring tool as defined by Section 508.

Chapter 6: Support Documentation and Services

Notes: Support documentation for Product is contained on the CaptionSync Support Center website, available at https://support.automaticsync.com/hc/en-us. Support services for for product are available online when logged into the Support Center portal, or by emailing support@automaticsync.com, or by telephone at (877) 278-7962. The Support Center website and portal is designed to comply with WCAG 2.0 Level AA success criteria.

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	The Support Center website and portal is designed to comply with WCAG 2.0 Level AA success criteria. All support documentation is available electronically at https://support.automaticsync.com. Support requests and requests for alternate formats can be made via email to support@automaticsync.com. Both request channels are listed on the Help dialog box of the CaptionSync web UI.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All support documentation is available electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Our accessibility statement can be found here: https://www.automaticsync.com/captionsync/about-automatic-sync/ast-values/

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	Requests for clarification on accessibility and compatibility and accommodation of communication needs can be made via email to support@automaticsync.com, by telephone at (877) 278-7962, or via text chat at support.automaticsync.com. We do not offer TTY support, but we do accept calls via relay services. Support staff receive training on how to respond to accessibility questions.

EN 301 549 Report

Notes: EN 301 criteria were not evaluated, aside from the criteria that are mapped to WCAG Success Criteria above.