CaptionSync Web User Interface Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

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

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

Date: January 2019

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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, at *http://www.w3.org/TR/2008/REC-WCAG20-20081211/*	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at *http://mandate376.standards.eu/standard*	(No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions**: 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:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and 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: The CaptionSync web user interface 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.

Criteria	Conformance Level	Remarks and Explanations
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) • 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 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 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	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

Criteria	Conformance Level	Remarks and Explanations
• 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		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 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)	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.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
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) • 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)	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.
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 with exceptions	Web: Instructions generally do not rely on sensory characteristics of the components, but there is one control (the edit captions icon) that uses an icon in a pencil shape to represent its function. The function of all icons can be determined via their title element, which can be accessed via assistive technology such as screen readers. One weakness of the current version is that the title element for the edit icons are not visible to sighted users. This will be rectified in the next major version of the CaptionSync web UI via text tooltips for these controls. 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	Web: Supports	Web: Color is not used as the only means of conveying information.

Criteria	Conformance Level	Remarks and Explanations
• 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		This was tested via manual inspection and code inspection of CaptionSync web pages, including inspection after testing of each feature of the web UI.
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)	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.

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)		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: 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)	Web: Supports	Web: Focus can be moved using only a keyboard interface, with no keyboard traps. This was tested by using the keyboard to access all supported features of CaptionSync, tabbing through the entire interface for each page.
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)	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.

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

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)
   • 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)
	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.

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	Web: Supports	Web: ARIA landmarks are used to identify regions of the page (such as "nav" and "main"), as per Technique

Criteria	Conformance Level	Remarks and Explanations
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) 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		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.
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	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
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)		
2.4.4 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.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria 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)	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 for each page). This was verified by code inspection.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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) • 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: 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.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria	Web: Supports	Web: Input errors are identified to the user in text form. This criterion was evaluated via code inspection, and

Criteria	Conformance Level	Remarks and Explanations
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)		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) 602.3 (Support Docs)	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.
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	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.

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)		
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 with exceptions	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, in most cases. The one known exception currently is in the Caption Editor feature of the CaptionSync web UI. When playing a video in the Caption Editor, the elapsed time indicator is not easily accessible to user agents. This will be corrected in the next release of the Caption Editor feature. 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)	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.

Criteria	Conformance Level	Remarks and Explanations
• 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)		
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.
1.4.3 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)	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.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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) • 602.3 (Support Docs)	Web: Supports with exceptions	Web: All text can be resized up to 200 percent without loss of content or functionality using standard browser page zoom controls. This criterion was manually tested in all supported browsers for all pages of the CaptionSync web UI.
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.

Criteria	Conformance Level	Remarks and Explanations
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, with exceptions.	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. In the most basic configuration, the number of pages is small enough that the CaptionSync UI conforms to technique G185, linking to all pages from the home page. However, when many features are enabled the UI becomes more complex, and providing multiple ways to access features would definitely improve usability. In a future version of the UI later this year, we will additional techniques that provide multiple ways to access features. For example, we plan to include a dashboard page that provides additional shortcuts to the most commonly used features, based on user preferences and account setup. 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 • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508	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. We have had user feedback that some feature labels are too "jargony", and we are working to make the functions more intuitive and descriptive. 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
• 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) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	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
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 • 9.2.35 (Web) • 10.2.35 (non-web document)	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 details. In the next major version of the CaptionSync UI

Criteria	Conformance Level	Remarks and Explanations
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)		we plan to make error correction suggestions even simpler. 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.

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 CaptionSync web UI 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:	Web: Not evaluated	Web:

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
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 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)	Web: Supports	Web: Product is not used for live audio.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply		
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	Web:
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	Web:
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	Web:
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	Web:
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	Web:
2.2.3 No Timing (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
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	Web:
2.2.5 Re-authenticating (Level AAA) Also applies to:	Web: Not evaluated	Web:

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
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.
2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:
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	Web:
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	Web:
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	Web:
3.1.4 Abbreviations (Level AAA)	Web: Not evaluated	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
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	Web:
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	Web:
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	Web:
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	Web:
3.3.6 Error Prevention (All) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not evaluated	Web:

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports, with exceptions	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 SC 1.3.3 and 4.1.2. This criteria was tested using NVDA and VoiceOver screen readers.
302.2 With Limited Vision	Supports, with exceptions	The CaptionSync web UI can be resized up to 200 percent without loss of content or functionality using standard browser controls. Some pages that make heavy use of data tables, such as the Job History page, do not employ a fully responsive design and may require excessive horizontal scrolling at large magnification levels. The next major release of the CaptionSync UI will incorporate a fully responsive design for all pages and will feature larger default font sizes, which will improve usability for users with limited vision. 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 web pages, including inspection after

Criteria	Conformance Level	Remarks and Explanations
		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 represention 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 represention 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 focus), Enter (to select), up, down, left and

Criteria	Conformance Level	Remarks and Explanations
		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, with exceptions	2.4.5, 2.4.6 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. Additional features and options can be added over time. As described under S.C. 2.4.5, we provide multiple means of accessing most

Criteria	Conformance Level	Remarks and Explanations
		features, and will add additional means of access in the next major release. In addition, as described under S.C. 2.4.6, we are working to make the button and control labels more intuitive in the next release of the CaptionSync web UI.

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.

Criteria	Conformance Level	Remarks and Explanations
		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 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.

Criteria	Conformance Level	Remarks and Explanations
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 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	Supports with exceptions	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

Criteria	Conformance Level	Remarks and Explanations
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 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.

Criteria	Conformance Level	Remarks and Explanations
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/
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.

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Notes: EN 301 criteria were not evaluated.