Voluntary Product Accessibility Template® (VPAT®)

Revised Section 508 Edition

Version 2.3 (Revised) - April 2019

About This Document

The VPAT is provided in four editions based on the guidelines/standards being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International that includes all of the standards.

This is the Revised Section 508 edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)

- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)

Table Information for VPAT® Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.

- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

PlagScan Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: PlagScan (Rolling Release, no version available)

Product Description: Software as a Service application for plagiarism checking

Report Date: May 2019

Contact Information: Cornelia Jurka, cjurka@plagscan.com

Notes: Replaces the previous February 2019 report with VPAT version 1.3.

Evaluation Methods Used: Testing using assistive technologies and manual testing based on general product knowledge

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

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

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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

Table 1: Success Criteria, Level A

Notes: Conformance Level of Authoring Tools (504.2) is not applicable, because PlagScan is not an Authoring Tool. Support Docs are also called Electronic Docs or manuals in the following table.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Supported Electronic Docs: Supported	Web, Software: Images used for user input have alternative text Electronic Docs: No images contained which are used for user input
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Not applicable Electronic Docs: Not applicable	PlagScan does not contain audio-only or video-only prerecorded media on any level.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Not applicable Electronic Docs: Not applicable	Web, Software: PlagScan's application does not contain prerecorded captions on any level. Electronic Docs: There are no captions for Video tutorials on PlagScan manual web-pages.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Not applicable Electronic Docs: Supported	Web, Software: PlagScan's application does not contain synchronized media on any level. Electronic Docs: In PlagScan's manual section, for every video tutorial (synchronized audio-video media, embedded from Youtube), there is a written manual added right below. There are no time-based interactive elements embedded in any of those videos.

1.3.1 Info and Relationships (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Web, Software: Does Not Support
	Electronic Docs: Partially Supported
		Web, Software: Most user forms will bring up an alert on submit, if filled out incorrectly. This alert will be read by screenreaders. PlagScan uses checkboxes on the left side of rows to select a whole row, i.e. in the report section for sources. Those checkboxes need labels for users of assistive technology. The PlagScan report uses colored text to emphasize matching texts. There is no alternative to emphasize these colored text for users without the ability to see the text or colors. Due to the complex nature of the PlagScan report it is not possible to separate information from presentation at this point. The PlagScan report can be displayed in a list-view instead, which can be read by screenreaders. The application needs to differentiate content areas via ARIA landmarks. Most interface controls need to be named.
		Electronic Docs: Web-pages which contain manuals for PlagScan use standard HTML, hierarchical semantics and makes use of ARIA landmarks to identify content. It needs improvement in emphasizing hints and warnings.

1.3.2 Meaningful Sequence (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Web, Software: Partially Supported
	Electronic Docs: Supported
		Web, Software: Downloaded PDF reports are not tagged, but can be read from top to bottom and left to right according to the settings of the user's screenreader.
		Electronic Docs: Standard HTML and correct semantics assure full support of meaningful sequences inside the manuals.

1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Web, Software: Partially Supported Electronic Docs: Partially Supported	Web, Software: Most shapes, i.e. icons, are only decorative, and have a text alternative when used as controls. Electronic Docs: For navigation between different manuals, most links are directly in the text. At the bottom of each manual there are links to the previous manual, to go up in the hierarchy of the manuals, or go to the next manual. Some icons which reflect icons that are also used in the application don't have text alternatives.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Web, Software: Partially Supported Electronic Docs: Partially Supported	Web, Software: The PlagScan report uses color to distinguish between different markings. It needs a alternative stylesheet. Color is not mandatory for understanding forms in the application or filling them out while using assistive technology. Electronic Docs: As the manuals make use of the same colors as in the PlagScan application, those need the same improvements as the software itself. Links are only underlined on hover for both, application and support docs.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Not applicable	PlagScan does not automatically play audio in the software or the support docs.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Web, Software: Partially Supported Electronic Docs: Supported	Web, Software: Most functionalities can be used with keyboard only. PDF reports are not tagged, but go in line with reading order. Some elements require a button role in their HTML. Electronic Docs: The manuals can be read and navigated through using keyboard only.

2.1.2 No Keyboard Trap (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Web, Software: Partially Supported
	Electronic Docs: Supported
		Web, Software: Some modal windows need improvement exiting via keyboard.

2.2.1 Timing Adjustable (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web, Software: Supported
	Electronic Docs: Not applicable
		Web, Software: There is an essential exception, the automatic log-out functionality for inactive users, which the user does not get informed about.
		Electronic Docs: There is no timing-based functionality on the web-pages presenting manuals.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Not applicable	PlagScan does not use automatic updates unless they are essential for the functionality.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Not applicable	PlagScan does include any content that flashes.

2.4.1 Bypass Blocks (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software) – Does not apply to non-web software
    • 602.3 (Support Docs) – Does not apply to non-web docs
	Web, Software: Partially Supported
	Electronic Docs: Supported
		Web, Software: The skip navigation link is not included on every page. It also needs to move before the main navigation.
		Electronic Docs: There is a skip navigation link on every web page which jumps to the main content. Also headlines can be used to navigate directly inside the content.

2.4.2 Page Titled (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Supported	

2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supported	
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Partially Supported Electronic Docs: Supported	Web, Software: Due to essential visual splitting of certain information regarding to documents, the context of links might not always be perceived well enough.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Does Not Support Electronic Docs: Supported	Web, Software: The language in the application is not present in the html tag.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supported	
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Partially Supported Electronic Docs: Partially Supported	Web, Software: Some input elements trigger showing new elements on submit. Electronic Docs: Submitting the search input does not let the user know that the search results will show up in the same tab, navigating away from the previous page.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supported	

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Partially Supported Electronic Docs: Supported	Web, Software: While using labels, some of them are missing the arialabeledby attribute.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supported	
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Partially Supported Electronic Docs: Supported	Web, Software: Some user controls consist of other elements than inputs and do not have a role attribute or are missing names or roles in general.

Table 2: Success Criteria, Level AA

Notes: Conformance Level of Authoring Tools (504.2) is not applicable, because PlagScan is not an Authoring Tool. Support Docs are also called Electronic Docs or manuals in the following table.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not applicable	There is no live media in PlagScan's software or manuals.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Not applicable Electronic Docs: Does Not Support	Web, Software: There is no synchronized media being used in PlagScan's software. Electronic Docs: There are no audio descriptions for video tutorials.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Partially Supported Electronic Docs: Partially Supported	Web, Software: There are some elements in the application which need an increase in contrast. Electronic Docs: Most elements' contrast is high enough.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Partially Supported Electronic Docs: Partially Supported	Web, Software: Some content is clipped and it is recommended, to use the list-view report instead of the interactive report when needing to scale up texts. There is no active support for Resizing texts on the application. Electronic Docs: No content is clipped, but there is no active support for Resizing texts on the manual web-pages.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supported	
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Supported	
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Partially Supported Electronic Docs: Supported	Web, Software: If there are headers and labels, they are descriptive, but not all of them are programmatically detectable. See **1.3.1 Info and Relationships** (Level A)
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supported	

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Does Not Support Electronic Docs: Partially Supported	Web, Software: In the application, the content is not marked as belonging to any language. Electronic Docs: There are hreflang attributes for the html tag and alternate links in the header. The content itself is not marked as belonging to any language.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Supported	
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Supported	
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supported	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Web, Software: Partially Supported Electronic Docs: Not applicable	Web, Software: For deletion actions, a user has to confirm his action. The deleted information might be restorable, depending on the kind of information. The restoration usually involves contacting the customer support. There are usually no financial transactions involved for users (depending on the user's permissions, set by the administrator of the customers organization). For assignment submissions, users can resubmit documents, if this option has been provided by the assignment author. Electronic Docs: There are no errors to prevent in the electronic docs.

Table 3: Success Criteria, Level AAA

Notes: PlagScan is not being evaluated for Level AAA Conformance. For shortening the document, the table got removed.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	There is no alternative unless the user is using assistive technology, like a screenreader.
302.2 With Limited Vision	Partially Supports	PlagScan offers alternative report views, but no support for changing colors of text or resizing from the application itself.
302.3 Without Perception of Color	Partially Supports	As an alternative, PlagScan offers to download report PDFs, in which the matches get visualized with numbers above the text lines. Another alternative is the list-view where colors are also used, but not as important to understand the report.
302.4 Without Hearing	Not applicable	PlagScan doesn't contain audible modes of operation.
302.5 With Limited Hearing	Not applicable	PlagScan doesn't contain audible modes of operation.
302.6 Without Speech	Not applicable	PlagScan doesn't contain voice controls.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Partially Supports	Most parts of the application can be used via keyboard.
302.8 With Limited Reach and Strength	Partially Supports	Most parts of the application can be used via keyboard.
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	PlagScan does not provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.

Chapter 4: Hardware

Notes: PlagScan is not a hardware product, so none of the Criteria in Hardware are applicable.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not applicable	
402.2.2 Transactional Outputs	Not applicable	
402.2.3 Speech Delivery Type and Coordination	Not applicable	
402.2.4 User Control	Not applicable	
402.2.5 Braille Instructions	Not applicable	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not applicable	
402.3.2 Non-private Listening	Not applicable	
402.4 Characters on Display Screens	Not applicable	
402.5 Characters on Variable Message Signs	Not applicable	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not applicable	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not applicable	
405 Privacy	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
405.1 General	Not applicable	
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not applicable	
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not applicable	
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not applicable	
407.3.2 Alphabetic Keys	Not applicable	
407.3.3 Numeric Keys	Not applicable	
407.4 Key Repeat	Not applicable	
407.5 Timed Response	Not applicable	
407.6 Operation	Not applicable	
407.7 Tickets, Fare Cards, and Keycards	Not applicable	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not applicable	
407.8.1.1 Vertical Plane for Side Reach	Not applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not applicable	
407.8.2 Side Reach	Not applicable	
407.8.2.1 Unobstructed Side Reach	Not applicable	
407.8.2.2 Obstructed Side Reach	Not applicable	
407.8.3 Forward Reach	Not applicable	
407.8.3.1 Unobstructed Forward Reach	Not applicable	
407.8.3.2 Obstructed Forward Reach	Not applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not applicable	
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not applicable	
408.3 Flashing	Not applicable	
409 Status Indicators	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
409.1 General	Not applicable	
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not applicable	
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not applicable	
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not applicable	
412.3.2 Wireline Handsets	Not applicable	
412.4 Digital Encoding of Speech	Not applicable	
412.5 Real-Time Text Functionality	Not applicable	
412.6 Caller ID	Not applicable	
412.7 Video Communication	Not applicable	
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not applicable	
412.8.2 Voice and Hearing Carry Over	Not applicable	
412.8.3 Signal Compatibility	Not applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not applicable	
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not applicable	
413.1.2 Pass-Through of Closed Caption Data	Not applicable	
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not applicable	
414.1.2 Other ICT	Not applicable	
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not applicable	
415.1.2 Audio Description Controls	Not applicable	

Chapter 5: Software

Notes: PlagScan is not a platform or Authoring Tool. Therefore 502.3

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	
502.2.2 No Disruption of Accessibility Features	Not applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not applicable	
502.3.2 Modification of Object Information	Not applicable	
502.3.3 Row, Column, and Headers	Not applicable	
502.3.4 Values	Not applicable	
502.3.5 Modification of Values	Not applicable	
502.3.6 Label Relationships	Not applicable	
502.3.7 Hierarchical Relationships	Not applicable	
502.3.8 Text	Not applicable	
502.3.9 Modification of Text	Not applicable	
502.3.10 List of Actions	Not applicable	
502.3.11 Actions on Objects	Not applicable	
502.3.12 Focus Cursor	Not applicable	
502.3.13 Modification of Focus Cursor	Not applicable	
502.3.14 Event Notification	Not applicable	
502.4 Platform Accessibility Features	Not applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Does Not Support	The application needs to offer choices to users to manipulate the visuals according to their preferences.
503.3 Alternative User Interfaces	Partially Supported	The main product, the PlagScan report does offer different views which users can choose from in their personal settings.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.4.1 Caption Controls	Not applicable	There is no audio contained in PlagScan's application.
503.4.2 Audio Description Controls	Not applicable	There is no audio contained in PlagScan's application.
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")	Not applicable	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	
504.2.2 PDF Export	Not applicable	
504.3 Prompts	Not applicable	
504.4 Templates	Not applicable	

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not applicable	The features to change views of the PlagScan report, mentioned in 503 Applications, are features not specifically created for accessibility, but as alternatives for every end user, and therefore not documented as accessibility features.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	There is no non-electronic support documentation.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not applicable	See Chapters 4, 5 and 602.2.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supported	PlagScan offers email support as well as phone support.

Legal Disclaimer (PlagScan)

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