

Maplesoft Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Maple Learn

Report Date: July 10, 2023

Product Description: Online math tool for exploring concepts, solving problems, and creating math-based content for teaching and learning

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Notes:

Evaluation Methods Used: Conformance to the listed accessibility standards has been evaluated by Maplesoft through manual testing with assistive technologies.

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)

Standard/Guideline	Included In Report
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

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

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

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

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

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Images and interface components have appropriate text alternatives. Text alternatives relating to plots are in progress. Electronic Docs: Software: Authoring Tool:</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A</p>	<p>Web: Maple Learn does not include video- or audio-only content Electronic Docs: Software: Authoring Tool:</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A</p>	<p>Web: There is no pre-recorded audio content. Electronic Docs: Software: Authoring Tool:</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A</p>	<p>Web: There is no video or time-based media content. Electronic Docs: Software: Authoring Tool:</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Partially Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: When navigating a document using tab, the structure (ordered groups) is respected. For example group 1 will be tabbed through then group 2. Inside a group, math expressions are traversed in order almost always. When the math involves matrices, problems</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		sometimes occur when reading the matrix entries. We are investigating. Electronic Docs: Software: Authoring Tool:
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports Electronic Docs: Software: Authoring Tool:	Web: The order of content groups, which are the main organizational structure in Maple Learn, can be programmatically determined. Text outside of a group is sometimes read out of order, but placing text outside a group is easily avoidable by authors. Electronic Docs: Software: Authoring Tool:
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Instructions do not rely solely on sensory characteristics Electronic Docs: Software: Authoring Tool:
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports Electronic Docs: Software: Authoring Tool:	Web: Most of Maple Learn doesn't require the use of colour. When plotting multiple curves on the same set of axes, color is used to show which curve corresponds to which equation. A partial workaround is to first plot each curve separate to determine their shapes, before combining them on the same axes. Electronic Docs: Software: Authoring Tool:
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Web: Not Applicable Electronic Docs: Software: Authoring Tool:	Web: No auto playing audio Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Navigating a Maple Learn document can be done using the keyboard (using tab and arrow keys within the document). Navigating special points on a plot can also be done using Ctrl+Alt+p. Electronic Docs: Software: Authoring Tool:</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Keyboard users cannot be trapped. Electronic Docs: Software: Authoring Tool:</p>
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A</p>	<p>Web: No time limits Electronic Docs: Software: Authoring Tool:</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: It is possible to set a slider to move through its value range automatically, creating an animation that runs as soon as the document is opened. The animation can be stopped by clicking on the slider. Electronic Docs: Software: Authoring Tool:</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Nothing flashes in Maple Learn Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports Electronic Docs: Authoring Tool:</p>	<p>Web: Content is not repeated. Electronic Docs: Authoring Tool:</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Maple Learn documents can be given titles that describe topic or purpose, and those titles are used as the page title. Electronic Docs: Software: Authoring Tool:</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Users can navigate through content and tables sequentially using the arrow keys on their keyboard. Electronic Docs: Software: Authoring Tool:</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Authors can choose to provide meaningful link text Electronic Docs: Software: Authoring Tool:</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Does Not Support Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Maple Learn documents do not include language attributes. Electronic Docs: Software: Authoring Tool:</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p>	<p>Web: Supports Electronic Docs: Software:</p>	<p>Web: Context is not changed when a component receives focus Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Authoring Tool:	Software: Authoring Tool:
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Entering data or using a control does not change the immediate context. The plot window, on the side panel, does update on user input, but that does not change the context. Electronic Docs: Software: Authoring Tool:
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Errors a user encounters are clearly stated in text. Electronic Docs: Software: Authoring Tool:
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Labels or instructions are provided. Authors are in control of their own content, and have the ability to provide labels or instructions easily. Electronic Docs: Software: Authoring Tool:
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: N/A Electronic Docs: Software: Authoring Tool:	Web: Maple Learn Is not implemented in a markup language. Electronic Docs: Software: Authoring Tool:
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: User interface components meet this criteria. Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: N/A</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web: No live audio is streamed by Maple Learn</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: N/A</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web: There is no pre recorded audio in Maple Learn</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web: The majority of text is black on a white background. There are a few cases where the text on buttons is white on a light blue background that has an approximate contrast ratio of 2:1.</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Partially supports</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web: There is currently no built-in zoom in Maple Learn. However, Maple Learn respects the system-level settings for text size, and the text used in individual groups can be enlarged by selecting the text and increasing the font size. When the font size used in a table is changed, the size of table adjusts automatically</p>

Criteria	Conformance Level	Remarks and Explanations
		to accommodate the larger text. Electronic Docs: Software: Authoring Tool:
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: No images of text are used. Electronic Docs: Software: Authoring Tool:</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports Electronic Docs: Authoring Tool:</p>	<p>Web: Users can navigate back to the home page from every Maple Learn Document. From the home page you can scroll to view documents or use the search feature to find pages. Electronic Docs: Authoring Tool:</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Maple Learn provides capabilities for defining descriptive headings and labels, and does so in content created by Maplesoft. Users control their own content and can make use of heading and label functionality when authoring content. Electronic Docs: Software: Authoring Tool:</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Keyboard focus is visible through cursors and visual indicators. Electronic Docs: Software: Authoring Tool:</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p>	<p>Web: Does Not Support Electronic Docs: Software:</p>	<p>Web: At this time, the default human language for each passage cannot be programmatically determined. Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Authoring Tool:	Software: Authoring Tool:
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports Electronic Docs: Authoring Tool:	Web: Navigation mechanisms are consistent across documents. Electronic Docs: Authoring Tool:
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports Electronic Docs: Authoring Tool:	Web: Components maintain the same identification across pages Electronic Docs: Authoring Tool:
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does Not Support Electronic Docs: Software: Authoring Tool:	Web: The few places where Maple Learn might be able to deduce the likely source of error result in error messages, but suggestions are not currently available. Electronic Docs: Software: Authoring Tool:
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not applicable Electronic Docs: Software: Authoring Tool:	Web: Not applicable Electronic Docs: Software: Authoring Tool:

Table 3: Success Criteria, Level AAA

Notes: Is not required as part of VPAT 2.4 508 (Revised Section 508 standards)

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Maple Learn works with screen-readers.
302.2 With Limited Vision	Supports	Content can be enlarged using system settings, and there is sufficient colour contrast for reading and using content.
302.3 Without Perception of Color	Partially Supports	The majority of Maple Learn can be used without perception of colour. Graphs containing multiple curves use colour to distinguish between them. Expressions can be graphed individually to determine shape and then combined on a single set of axes.
302.4 Without Hearing	Supports	Maple Learn does not currently have audible modes of operation.
302.5 With Limited Hearing	Supports	Maple Learn does not currently have audible modes of operation.
302.6 Without Speech	Supports	Maple Learn does not require speech input.
302.7 With Limited Manipulation	Supports	Maple Learn supports standard keyboards and pointing devices. Usage of the product does not require fine motor controls or simultaneous actions.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	Maple Learn supports standard keyboards and pointing devices. Usage of the product does not require fine motor controls or simultaneous actions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Maple Learn includes many features that make it easy to perform many complex operations Examples are provided to reduce the reading/language requirements Training materials are available in different forms to accommodate different learning styles

Chapter 4: [Hardware](#)

Notes: Deleted, not applicable.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x 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	Maple Learn does not include platform features defined as accessibility features
502.2.2 No Disruption of Accessibility Features	Not applicable	Maple Learn does not include platform features defined as accessibility features
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not applicable	Maple Learn is not platform software
502.3.2 Modification of Object Information	Not applicable	Maple Learn is not platform software
502.3.3 Row, Column, and Headers	Not applicable	Maple Learn is not platform software
502.3.4 Values	Not applicable	Maple Learn is not platform software

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values	Not applicable	Maple Learn is not platform software
502.3.6 Label Relationships	Not applicable	Maple Learn is not platform software
502.3.7 Hierarchical Relationships	Not applicable	Maple Learn is not platform software
502.3.8 Text	Not applicable	Maple Learn is not platform software
502.3.9 Modification of Text	Not applicable	Maple Learn is not platform software
502.3.10 List of Actions	Not applicable	Maple Learn is not platform software
502.3.11 Actions on Objects	Not applicable	Maple Learn is not platform software
502.3.12 Focus Cursor	Not applicable	Maple Learn is not platform software
502.3.13 Modification of Focus Cursor	Not applicable	Maple Learn is not platform software
502.3.14 Event Notification	Not applicable	Maple Learn is not platform software
502.4 Platform Accessibility Features	Not applicable	Maple Learn is not platform software
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Does not support	At this time, Maple Learn does not support user preferences
503.3 Alternative User Interfaces	Not applicable	Maple Learn does not function as assistive technology
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	Maple Learn does not support synchronized media content.
503.4.2 Audio Description Controls	Not applicable	Maple Learn does not provide program selection.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	Information required for accessibility is preserved to the extent that the information is supported by the destination format.
504.2.2 PDF Export	Does not support	Maple Learn is capable of exporting PDF files by printing to PDF, but is not capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1).

Criteria	Conformance Level	Remarks and Explanations
504.3 Prompts	Does not support	Authors are not prompted to create accessible content
504.4 Templates	Not applicable	Templates are not provided.

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	Partially supports	Accessibility and compatibility features are explained in product FAQs. Accessibility documentation focuses on in-product accessibility features, but does not discuss how standard features could be used by authors to create more accessible content
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Only electronic formats of documentation are provided
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The Maplesoft support team is knowledgeable about the product's accessibility and compatibility features
603.3 Accommodation of Communication Needs	Supports	Support services are provided through email and phone.