Voluntary Product Evaluation Template (VPAT)

Prepared for:	**California State University Fullerton**
Date:	March 19, 2013
Product Name:	Customer Center (Computrace Software)
Product Version:	5.x
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TO WHOM IT MAY CONCERN: Absolute Software's current suite of products is considered to fall under the 'back office' exemption so that Section 508 won't apply. None-the-less, the following is provided. Please let us know if you have any questions.

Section 1194.22 Web-based Internet information and applications

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Partially Supports	Most but not all images have 'alt' attribute.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	We don't have any multimedia presentations in the Computrace product.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Not Applicable	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Does not Support	Application uses styles which will interfere with user-defined style sheets.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Does not Support	"Create and Edit Geofences" uses server-side map with no text links alternative.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Supports with Exception	Dashboard on the Homepage uses images with image maps which are accessible with a keyboard and have alternative text except Call Rate (Service Guarantee) widget in column and bar mode. "Create and Edit Geofences" uses server-side map which is not accessible.
(g) Row and column headers shall be identified for data tables.	Supports	
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or	Not Applicable	We don't have data tables that have two or more logical levels of row or column headers.

column headers.		
(i) Frames shall be titled with text that facilitates frame identification and navigation	Does not Support	We are using iframe to show navigation links. TITLE attribute need to be included in the tag.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	We are not using elements on the site which flick.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	Our site is mostly text based.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Does not Support	onChange event should be avoided as it presents accessibility problems for many commonly used screen readers. Dynamic regions and modal popup windows are used widely on the site.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with Û1194.21(a) through (l).	Does not Support	Link to download PDF reader need to be provided.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with Exception	Some forms need to be designed in such a way that they flow logically from beginning to end with all possible actions and fields clearly represented.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Does not Support	Customers are to customize session timeout value, but the function to notify users about time limitation need to be created, and provide them with an option to extend the time limit before the time expires.