

Maplesoft Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Maple 2023.x

Report Date: May 31, 2023

Product Description: Maple is math software that combines a powerful math engine with an interface that makes it extremely easy to analyze, explore, visualize, and solve mathematical problems.

Product Type: Desktop Software

Contact Information: productmanager@maplesoft.com

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)

Standard/Guideline	Included In Report
	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 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><u>1.1.1 Non-text Content</u> (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) 	Partially Supports	<ul style="list-style-type: none"> • Icons are associated with text alternatives to inform the user with visual impairments. • Authors have the ability to create controls and embedded components with alt-text. <p>While the main software interface provides text alternatives, there is some content included with Maple that does not do so in every case.</p> <ul style="list-style-type: none"> • Math Apps are small, worksheet-based applications in Maple that use controls. Alt-text is not always provided for these controls. • Some Math Apps and a few sample worksheets included with Maple use images to illustrate the example problem. These images do not always include descriptive captions. <p>Math Apps are a very small, entirely optional part of Maple’s overall functionality, and the user does not need to interact with this content in order to use Maple.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (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) 	Supports	<ul style="list-style-type: none"> • Maple does not include video-only or audio-only content. • Authors control their own content, and have the ability to provide appropriate alternatives.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	<ul style="list-style-type: none"> • Maple includes a link to one training video on its start page, and captions are available. • Authors control their own content, and can easily choose to use captions or provide alternatives.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (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) 	Partially Supports	<ul style="list-style-type: none"> The audio to the training video on the Start page includes descriptions of the most important concepts covered in the video. A few lesser points are not fully described. Watching this video is not essential to learning how to use Maple – good, texted-based alternatives are included with Maple.
<p><u>1.3.1 Info and Relationships</u> (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) 	Partially Supports	<ul style="list-style-type: none"> The Maple interface allows information, structure, and relationships to be determined with assistive technologies. Maple comes with a collection of interactive Math Apps and documents, some of which may not meet this criteria. The use of Math Apps is not required when using Maple.
<p><u>1.3.2 Meaningful Sequence</u> (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) 	Partially Support	<ul style="list-style-type: none"> The Maple interface supports the meaningful sequencing of the content that can be understood with assistive technologies. Maple comes with a collection of interactive Math Apps and documents, some of which may not meet this criteria. The use of Math Apps is not required when using Maple.
<p><u>1.3.3 Sensory Characteristics</u> (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) 	Partially Supports	<ul style="list-style-type: none"> For the main interface to Maple, instructions are text-based, and any concepts suggested through sensory characteristics are supplemented by language. Maple does include a collection of interactive Math Apps, and some of these Apps may rely on sensory characteristics. Math Apps are not necessary to the main functionality of the product. Authors are responsible for their own content, and are capable of creating content that meets this criteria.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.1 Use of Color</u> (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) 	Partially supports	<ul style="list-style-type: none"> • Color is almost always used in combination with other cues, such as a prompt, prepended labels, etc. • In a few cases, such as palette templates and inert forms of some mathematical operators, text is used to convey meaning in the default mode. However, it is possible to switch to other modes in which distinguishing colors is no longer necessary.
<p><u>1.4.2 Audio Control</u> (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) 	Supports	<ul style="list-style-type: none"> • There is no audio that plays automatically within the product. • Authors are responsible for their own content. If authors use the Loudspeaker component, it is possible to add controls for the volume, but the audio cannot be stopped. However, authors can also make audio content available using the video player, and in that case, volume/pause/stop are all available.
<p><u>2.1.1 Keyboard</u> (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) 	Supports	<ul style="list-style-type: none"> • All functionality is accessible by keyboard via hotkeys or Mnemonics.
<p><u>2.1.2 No Keyboard Trap</u> (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) 	Partially supports	<ul style="list-style-type: none"> • Keyboard users cannot be trapped while working in the provided interfaces to Maple. • Math Apps and some example applications included with Maple use embedded interactive components. Keyboard navigation out of some of these components is not possible. The use of these Math Apps and examples is not required to access Maple's functionality.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p>	Supports	<ul style="list-style-type: none"> • There are no time limits set on content.

Criteria	Conformance Level	Remarks and Explanations
<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>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) 	Supports	<ul style="list-style-type: none"> • The interface does not contain any moving, blinking, scrolling, or auto-updating information. • Authors are responsible for their own content. Animations are supported, and could potentially be set to autoplay, but these can be paused.
<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) 	Supports	<ul style="list-style-type: none"> • The interface does not use flashing interface elements.
<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 	Supports	<ul style="list-style-type: none"> • Content is not repeated.
<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) 	Supports	<ul style="list-style-type: none"> • All in-product help pages and training resources contain titles that describe the topic or purpose of the page. • Users control their own content, and can add titles to their Maple documents.
<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) 	Partially Supports	<ul style="list-style-type: none"> • Users can navigate through content and tables sequentially using the arrow keys on their keyboard. • Some non-essential example applications and Math Apps in the product present information in tables,

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>and the intended reading order may not always correspond to the default navigation order. These examples are not part of Maple’s core functionality and are not required to use Maple.</p> <ul style="list-style-type: none"> • Authors control their own content.
<p><u>2.4.4 Link Purpose (In Context)</u> (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) 	Supports	<ul style="list-style-type: none"> • Functionality for descriptive label attributes for links is supported. • All in-product help pages and training resources contain descriptive label attributes for links. • Users control their own content but can use label attributes for links.
<p><u>3.1.1 Language of Page</u> (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) 	Does Not Support	<ul style="list-style-type: none"> • Maple documents do not include language attributes.
<p><u>3.2.1 On Focus</u> (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) 	Supports	<ul style="list-style-type: none"> • When a component in the interface receives focus, it does not initiate a change of context.
<p><u>3.2.2 On Input</u> (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) 	Supports	<ul style="list-style-type: none"> • Changing the setting of a component does not initiate a change of context.
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to: Revised Section 508</p>	Supports	<ul style="list-style-type: none"> • Error messages are communicated using text.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> • Labels and instructions are provided for elements requiring user input. • Users control their own content and can use text and labels to specify instructions.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> • Maple is not implemented using a markup language
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<ul style="list-style-type: none"> • The standard Maple interface components can be understood by assistive technologies. • Maple comes with a collection of interactive Math Apps and documents, some of which may not meet this criteria. The use of Math Apps is not required when using Maple

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	<ul style="list-style-type: none"> • Maple does not include live video and audio content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<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) 	Partially supports	<ul style="list-style-type: none"> The audio to the training video on the Start page includes descriptions of the most important concepts covered in the video. A few lesser points are not fully described. Watching this video is not essential to learning how to use Maple – good, texted-based alternatives are included with Maple. Users control their own content and may choose to include audio descriptions in any synchronized media they include or link to.
<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) 	Supports	<ul style="list-style-type: none"> The visual presentation of text and images of text provides sufficient color contrast. Users control their own content.
<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) 	Supports	<ul style="list-style-type: none"> User settings are available for adjusting font face and size of documents. Font size of menus honors the system preference settings of the operating system (Windows) Zoom options are available up to 400% Users control their own content.
<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) 	Supports	<ul style="list-style-type: none"> Images of text are not used. Users control their own content.
<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 	Supports	<ul style="list-style-type: none"> Maple provides built-in search functions to allow users to find appropriate help content and training resources. Maple provides users with capabilities for

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		<ul style="list-style-type: none"> incorporating links and table of contents to their documents. Users control their own content.
<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) 	Supports	<ul style="list-style-type: none"> Maple provides capabilities for defining descriptive headings and labels. Users control their own content and can make use of heading and label functionality when authoring content.
<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) 	Partially Supports	<ul style="list-style-type: none"> Elements in the user interface use visual changes to indicate the current position of focus. Maple comes with a collection of interactive Math Apps, some of which may not meet this criteria. The use of Math Apps is not required when using Maple.
<p>3.1.2 Language of Parts (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) 	Does Not Support	<ul style="list-style-type: none"> At this time, the default human language for each passage cannot be programmatically determined.
<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 	Supports	<ul style="list-style-type: none"> Navigation mechanisms are consistent across all documents.
<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) 	Supports	<ul style="list-style-type: none"> Maple provides standard components for users, ensuring consistent functionality and presentation to any documents they author and share.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<ul style="list-style-type: none"> In some cases, suggestions are provided to the user, either in the error message or via a link to a web or help page that provides additional information.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	<ul style="list-style-type: none"> Not applicable

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	The Maple interface is compatible with assistive technologies such as NVDA screen readers.
302.2 With Limited Vision	Supports	Maple supports magnification up to 400% and provides sufficient color contrast.
302.3 Without Perception of Color	Supports	Color is rarely used to convey information, and is never the only means. Authors are responsible for their own content.
302.4 Without Hearing	Supports	Maple does not have audible modes of operation. Authors are responsible for their own content. Authors can include audio in their applications, and they can also provide alternatives.
302.5 With Limited Hearing	Supports	Maple does not have audible modes of operation. Authors are responsible for their own content. Authors can include audio in their

Criteria	Conformance Level	Remarks and Explanations
		applications, and they can also provide alternatives.
302.6 Without Speech	Supports	<ul style="list-style-type: none"> • Maple does not require speech input.
302.7 With Limited Manipulation	Supports	<ul style="list-style-type: none"> • Maple supports standard keyboards and pointing devices. Usage of the product does not require fine motor controls or simultaneous actions.
302.8 With Limited Reach and Strength	Supports	<ul style="list-style-type: none"> • Maple 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	<ul style="list-style-type: none"> • Maple includes many “Clickable Math” features that make it easy to perform many complex operations • Many 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 2.0 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	<ul style="list-style-type: none"> Maple does not include platform features defined as accessibility features
502.2.2 No Disruption of Accessibility Features	Not applicable	<ul style="list-style-type: none"> Maple 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 is not platform software
502.3.2 Modification of Object Information	Not applicable	Maple is not platform software
502.3.3 Row, Column, and Headers	Not applicable	Maple is not platform software
502.3.4 Values	Not applicable	Maple is not platform software
502.3.5 Modification of Values	Not applicable	Maple is not platform software
502.3.6 Label Relationships	Not applicable	Maple is not platform software
502.3.7 Hierarchical Relationships	Not applicable	Maple is not platform software
502.3.8 Text	Not applicable	Maple is not platform software
502.3.9 Modification of Text	Not applicable	Maple is not platform software
502.3.10 List of Actions	Not applicable	Maple is not platform software
502.3.11 Actions on Objects	Not applicable	Maple is not platform software
502.3.12 Focus Cursor	Not applicable	Maple is not platform software
502.3.13 Modification of Focus Cursor	Not applicable	Maple is not platform software
502.3.14 Event Notification	Not applicable	Maple is not platform software
502.4 Platform Accessibility Features	Not applicable	Maple is not platform software
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	<ul style="list-style-type: none"> It is possible to adjust font type, font size, and font color from inside the product for individual sections or

Criteria	Conformance Level	Remarks and Explanations
		through style sheets.
503.3 Alternative User Interfaces	Not applicable	<ul style="list-style-type: none"> • The product does not function as an 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	<ul style="list-style-type: none"> • Maple does not support synchronized media content.
503.4.2 Audio Description Controls	Not applicable	<ul style="list-style-type: none"> • Maple does not provide program selection.
<i>504 Authoring Tools</i>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	<ul style="list-style-type: none"> • Information required for accessibility is preserved to the extent that the information is supported by the destination format. • When alternative text is given to images, that information is preserved upon conversion
504.2.2 PDF Export	Does Not Support	<ul style="list-style-type: none"> • Maple is capable of exporting PDF files but is not capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1).
504.3 Prompts	Does Not Support	<ul style="list-style-type: none"> • Authors are not prompted to create accessible content.
504.4 Templates	Partially supports	<ul style="list-style-type: none"> • A small number of example templates exist. Not all templates fully conform to the standards. In practice, document templates in Maple are rarely used, and are not necessary for the productive use of the product.

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	<ul style="list-style-type: none"> • 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 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	<ul style="list-style-type: none"> • Support documentation is provided in electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	<ul style="list-style-type: none"> • The Maplesoft support team is knowledgeable about the product’s accessibility and compatibility features
603.3 Accommodation of Communication Needs	Supports	<ul style="list-style-type: none"> • Support services are provided through email and phone.