



YuJa Inc. Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: YuJa Inc.

Report Date: March 15th, 2022

Product Description: The YuJa Enterprise Video Platform provides video recording, video storage, streaming, quizzing, analytics, and administration capabilities.

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Notes: This report is based on the YuJa Enterprise Video Platform WCAG reporting

Evaluation Methods Used: Manual testing, TPGi-licensed tools, Webaim.Org, W3 Validator

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 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:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The Video Platform provides appropriate labels for navigation and notifications.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</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) 	Supports	The Video Platform provides a text-based alternative to ingested audio-only or video-only content through the use of captioning, optical character recognition, and metadata analysis.
<p>1.2.2 Captions (Prerecorded) (Level A)</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) 	Supports	The Video Platform provides automatically create captions, as well as provides tools for the ingestion of SRT, VTT and XML-based caption files. The Video Platform also provides caption edit and an interactive player to view caption.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</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) 	Supports	The Video Platform provides Audio Description capabilities or text-based alternatives of audio and video content.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	Supports	The Video Platform site uses ARIA landmarks to define key regions including navigation, main content, and form regions.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</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) 	Supports	The Video Platform provides descriptions in a logic and meaningful way.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</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) 	Supports	Video Platform content is defined by use of text-based identification rather than on a particular sensory characteristic.
<p><u>1.4.1 Use of Color</u> (Level A)</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) 	Supports	The Video Platform does not rely solely on color to convey meaning.
<p><u>1.4.2 Audio Control</u> (Level A)</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) 	Supports	The Video Platform does not automatically play audio. Further, the Media Player offers a keyboard shortcut to mute, stop, or lower the volume of the video playback.
<p><u>2.1.1 Keyboard</u> (Level A)</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) 	Supports	The Video Platform is keyboard accessible and does not define time constraints.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p>	Supports	The Video Platform has no identified keyboard trap.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<u>2.2.1 Timing Adjustable</u> (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) 	Not Applicable	
<u>2.2.2 Pause, Stop, Hide</u> (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) 	Not Applicable	
<u>2.3.1 Three Flashes or Below Threshold</u> (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) 	Not Applicable	
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 <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	ARIA landmarks provide the facility to identify landmark and navigation elements which can then be skipped. During implementation, an explicit Skip link can be added.
<u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508	Supports	The Video Platform’s pages and dialogs are titled appropriately.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>2.4.3 Focus Order</u> (Level A)</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) 	Supports	The Video Platform’s focus order is sequential when navigated via the keyboard.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</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) 	Supports	The Video Platform’s links are identified with a clear purpose via text.
<p><u>3.1.1 Language of Page</u> (Level A)</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) 	Supports	The Video Platform supports specifying a default human language across the site.
<p><u>3.2.1 On Focus</u> (Level A)</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) 	Supports	Elements that can be focused need to be specifically triggered to change context.
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	Supports	The Video Platform’s user interface elements do not change when user input is added.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 602.3 (Support Docs) 		
<p>3.3.1 Error Identification (Level A)</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) 	Supports	Errors in input are clearly described by the Video Platform.
<p>3.3.2 Labels or Instructions (Level A)</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) 	Supports	The Video Platform labels elements and provides appropriate user instructions.
<p>4.1.1 Parsing (Level A)</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) 	Supports	The Video Platform is validated for code errors regularly.
<p>4.1.2 Name, Role, Value (Level A)</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) 	Supports	All user interface elements provide descriptors for their purpose, name, and their current state.

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:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The Video Platform provides facilities to integrate live captioning services alongside live videos.
<p>1.2.5 Audio Description (Prerecorded) (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) 	Supports	The Video Platform provides Audio Description capabilities or text-based alternatives of audio and video content.
<p>1.4.3 Contrast (Minimum) (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) 	Supports	The Video Platform provides a nearly complete control to the organization to define color contrasts of user elements to ensure at least a 4.5:1 contrast ratio.
<p>1.4.4 Resize text (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) 	Supports	The Video Platform's user interface can be resized to 200% or greater with no loss of capabilities.
<p>1.4.5 Images of Text (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) 	Supports	The Video Platform uses text to convey meaning except for any branding elements defined by the Organization (such as logos and mastheads)

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 602.3 (Support Docs) <p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>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	The Video Platform provides the ability to navigate via the folder structure or via the left-side navigation elements.
<p>2.4.6 Headings and Labels (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) 	Supports	The Video Platform’s headings and labels provided a descriptive purpose.
<p>2.4.7 Focus Visible (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) 	Supports	The Video Platform’s elements provide an outline that identifies the focus clearly.
<p>3.1.2 Language of Parts (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) 	Supports	The Video Platform supports localization of user-facing string tables.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>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	Navigation elements in the page maintain their relative order.

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>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	All icons and buttons are consistently identified across the Video Platform.
<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) 	Not Applicable	The Video Platform does not require inputs that necessitate error suggestions.
<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	

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.6 Sign Language (Prerecorded) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Not Supported	The Video Platform does not currently provide sign language translations of video content.
<p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Not Supported	The Video Platform does not currently provide extended audio descriptions of videos.
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	Supports	The Video Platform provides Audio Description capabilities or text-based transcript of audio and video content.

Criteria	Conformance Level	Remarks and Explanations
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Supports	The Video Platform provides facilities to integrate live captioning services alongside live videos.
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Supports	The Video Platform provides a nearly complete control to the organization to define color contrasts of user elements to ensure at least a 7:1 contrast ratio.
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Not Applicable	The Video Platform does not pre-define any audio or video elements. All content displayed is user generated and controlled by the user.
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Partially Supports	Of the five requirements, the Video Platform supports Item 1, 3 and 5.
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Supports	The Video Platform does not use images of text.
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Supports	All functions within the Video Platform can be performed with the keyboard. An alternative to drag-and-drop is the use of the keyboard-accessible menus.
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Supports	The Video Platform does not present time sensitive information. During implementation, notifications can be configured to be fixed dialogs.
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Partially Supports	The Video Platform does not interrupt a user’s session except for live streams and synchronous content.
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Supports	The Video Platform can retain the video playback location and submitted video quiz responses.
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Supports	No content on the site flashes three times or more in a one second period.
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Supports	The Video Platform uses a top-bar label that identifies where the user is.
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Supports	The Video Platform’s links convey a clear purpose either via text or an ARIA-label.

Criteria	Conformance Level	Remarks and Explanations
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Not Applicable	The Video Platform does not have sections or writing.
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Partially Supports	Commonly known references such as API, MPG and RSS are used within the Video Platform.
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Partially Supports	While not fully self-evident in any set of tests, the Video Platform is used by a broad set of users with varying education levels.
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Supports	Context changes do not occur unless triggered by a user interaction.
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Not Supported	The Help instructions are not context specific.
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Supports	Any input field or form can be modified or verified.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The Video Platform provides capabilities to use Assistive Technologies that do not require user vision.
302.2 With Limited Vision	Supports	The Video Platform provides capabilities to use Assistive Technologies that do not require user vision.
302.3 Without Perception of Color	Supports	The Video Platform provides capabilities to use Assistive Technologies that do not require the user's perception of color.
302.4 Without Hearing	Supports	The Video Platform provides capabilities to use Assistive Technologies that do not require user hearing.
302.5 With Limited Hearing	Supports	The Video Platform provides capabilities to use Assistive Technologies that do not require user hearing.
302.6 Without Speech	Supports	The Video Platform provides capabilities to use Assistive Technologies in instances where user speech is required.
302.7 With Limited Manipulation	Supports	The Video Platform provides capabilities to use Assistive Technologies in instances where fine motor control is required.
302.8 With Limited Reach and Strength	Supports	The Video Platform provides capabilities to use Assistive Technologies in instances where fine motor control is required.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The Video Platform provides multi-language support.

Chapter 4: [Hardware](#)

Notes: 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	Supports	The Video Platform provides the accessibility options to the user.
502.2.2 No Disruption of Accessibility Features	Supports	The Video Platform does not disrupt or disable any operating system accessibility functionality in any way.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	The Video Platform provides the relevant role, state, property, and value information to assistive technologies.
502.3.2 Modification of Object Information	Supports	The Video Platform allows assistive technologies to modify statuses and properties of relevant objects.
502.3.3 Row, Column, and Headers	Supports	Table headers have appropriate row and column headers.
502.3.4 Values	Supports	The Video Platform allows assistive technologies to programmatically determine the values.
502.3.5 Modification of Values	Supports	Values of relevant objects can be programmatically modified in the Video Platform
502.3.6 Label Relationships	Supports	The Video Platform allow all the controls to be programmatically associated with their respective labels.

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Supports	The Video Platform programmatically determines the hierarchical relationships between the relevant components.
502.3.8 Text	Supports	The Video Platform allows the text to be programmatically determined by assistive technologies.
502.3.9 Modification of Text	Supports	The Video Platform allows the assistive technologies to modify relevant texts.
502.3.10 List of Actions	Supports	The Video Platform programmatically provides the list of actions to be executed on an object to assistive technologies.
502.3.11 Actions on Objects	Supports	The Video Platform programmatically allow assistive technology to execute relevant actions on an object
502.3.12 Focus Cursor	Supports	All tested features within scope preserve a well-defined on-screen indication of the current focus and support assistive technology.
502.3.13 Modification of Focus Cursor	Supports	The Video Platform allows assistive technologies to control the focus and selection cursor on all controls.
502.3.14 Event Notification	Supports	The Video Platform provides notification information to the relevant assistive technology users.
502.4 Platform Accessibility Features	Supports	The Video Platform supports all core accessibility features either available from the desktop environment (sticky keys; bounce keys; delay keys) or product features (synthesized speech, display captioning).
503 Applications	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.2 User Preferences	Supports	The Video Platform allows user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
503.3 Alternative User Interfaces	Not applicable	The Video Platform does not provide alternative user interfaces.
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	The Video Platform provides controls for machine generated and human captioning.
503.4.2 Audio Description Controls	Does not support	The Video Platform does not provide audio description controls
<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 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The Video platform does not provide authoring tools to convert content from one format to another.
504.2.2 PDF Export	Not Applicable	The Video platform does not export to PDF.
504.3 Prompts	Not Applicable	The Video platform does not provide prompts for content creation.
504.4 Templates	Not Applicable	The Video platform does not provide templates for content creation

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
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	Product documentation regarding the product's accessibility features can be found online at the YuJa Help Center and YuJa Accessibility page.
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	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	Support services are available through both toll-free and support tickets.
603.3 Accommodation of Communication Needs	Supports	Support services are available through both toll-free and support tickets.