

# Voluntary Product Accessibility Template

Version 1.2\*

April 1, 2009

The purpose of the Voluntary Product Accessibility Template, or VPAT, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology" products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, "e.g., equivalent facilitation." The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

\* Changes: added Section 1194.41

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**Date:** April 1, 2009

**Name of Product:** Entrust Entelligence Security Provider 9.0 for Windows

**Contact for more Information:** [Entrust Account Executive] (xxx) xxx-xxxx, email: xxxx.xxxx@Entrust.com

## Summary Table

### Voluntary Product Accessibility Template

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 <a href="#">Software Applications</a>	Supports.	

<a href="#">and Operating Systems</a>		
Section 1194.22 Web-based Internet Information and Applications	Not applicable	
Section 1194.23 Telecommunications Products	Not applicable	
Section 1194.24 Video and Multi-media Products	Not applicable	
Section 1194.25 Self-Contained, Closed Products	Not applicable	
Section 1194.26 Desktop and Portable Computers	Not applicable	
Section 1194.31 <a href="#">Functional Performance Criteria</a>	Supports.	
Section 1194.41 <a href="#">Information, Documentation and Support</a>	Supports.	

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## Section 1194.21 Software Applications and Operating Systems - Detail Voluntary Product Accessibility Template

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports.	Entrust provides key accelerators/hotkeys for product functions that have GUIs. Testing has shown that the product can be operated without a mouse, and that product functions can be discerned textually.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or	Supports.	Entrust products for Windows are written directly to operating system APIs thereby inheriting Microsoft OS compliance with 1194.21. Testing has

<p>disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>		<p>shown that the product will not disrupt or disable the accessibility capabilities in the underlying operating system, browser or text editor.</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supports.</p>	<p>Entrust software components provide the visual indication of the current focus through standard Windows SDK techniques. Focus is exposed to the degree to which it may be exposed via the underlying Windows OS. Testing has shown that assistive readers can track focus changes in this product.</p>
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports.</p>	<p>Entrust products are written directly to the operating system APIs. Entrust products for Windows rely on the user interface elements provided via the operating system APIs. Testing has shown that menus, checkboxes, toolbars, buttons, etc. are available to assistive technology.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports.</p>	<p>The meanings assigned to bitmap images are consistent through the application.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be</p>	<p>Supports.</p>	<p>Entrust products for Windows are written directly to operating system APIs, thereby</p>

<p>made available is text content, text input caret location, and text attributes.</p>		<p>providing textual information through OS functions for displaying text, including text content, text input caret location, and text attributes.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports.</p>	<p>Entrust products for Windows are written directly to operating system APIs, thereby inheriting user selection of color and contrast. This product does not override user selected contrast and color selections.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Supports.</p>	<p>This product uses animation to show the progress certain operations. However, the animation is accompanied by descriptive text. This product also uses progress bars, but there is always accompanying descriptive text. There is no other animation in this product.</p>
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports.</p>	<p>Color coding is not used as the only means of conveying information in this product.</p>
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Not Applicable.</p>	<p>This product does not allow the user to adjust color and contrast settings from within the product.</p>
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency</p>	<p>Not Applicable.</p>	<p>This product does not use flashing or blinking text, objects or other</p>

greater than 2 Hz and lower than 55 Hz.		elements.
(l) When electronic forms are used, 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.	Not Applicable.	Electronic forms are not used in this Entrust product.

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<b>Section 1194.31 Functional Performance Criteria – Detail Voluntary Product Accessibility Template</b>		
<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports.	Assistive technology can be used to operate this Entrust product.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports.	This product will not disrupt or disable the accessibility capabilities in the underlying operating system, browser or text editor (e.g. Microsoft Windows Magnifier). Also, assistive technology can be used to operate this Entrust product.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used	Supports.	Keyboard and mouse operations are provided as modes of operation and information retrieval that do not require user hearing.

by people who are deaf or hard of hearing shall be provided		
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not applicable.	Audio information is not required for the use of this product.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports.	Keyboard and mouse operations are provided as modes of operation and information retrieval that do not require user speech.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports.	This Entrust product will not disrupt or disable the accessibility capabilities in the underlying operating system, browser or text editor (e.g. Microsoft Windows StickyKeys and FilterKeys).

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<b>Section 1194.41 Information, Documentation and Support – Detail Voluntary Product Accessibility Template</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports.	Documentation is provided in digital format for customers on the web and is available for no-charge download at <a href="https://www.entrust.com/trustedcare/">https://www.entrust.com/trustedcare/</a> .
(b) End-users shall	Supports.	This product provides standard

<p>have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.</p>		<p>keyboard access and support for accessibility options available in the operating system. There are no unique keyboard access or accessibility features outside of what the operating system provides. Upon request, Entrust can provide descriptions of these operating system features and how they work within Entrust. This information can be provided in alternate formats (e.g. digital format), at no additional charge.</p>
<p>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</p>	<p>Supports.</p>	<p>Entrust provides a range of customer support options for people with and without disabilities, including telephone support, e-mail support, on-line submission of service requests, and a web-based knowledge base.</p> <p>Entrust Customer Support agents are aware that users with disabilities may use Entrust products and contact Customer Support for assistance. A training program has been created to increase Support agent familiarity with such features as keyboard access and other options important to people with disabilities.</p>

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