Faronics Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Faronics Deep Freeze Cloud

Report Date: March 3, 2026

Product Description: Deep Freeze Cloud is a suite of web managed applications that serve to manage computers and mobile devices in a customer's environment.

Contact Information: Technical Support – support@faronics.com

Notes: This report is specific to the cloud-based version(s) of Faronics Products and is not application to any resources, services, or other products not managed through the Deep Freeze Cloud.

Evaluation Methods Used: Testing is based on general product knowledge.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standards/guidelines

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (Yes / 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 only be used in WCAG Level AAA criteria.

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: Deep Freeze Cloud consists of both a web-based control surface and a series of client applications installed on customers devices. In general, the Web section will refer to the control service and software will be specific to the client applications installed on the managed devices except where noted.

Criteria	Conformance Level	Remarks and Explanations

1.1.1 Non-text Content (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Web:
		Electronic Docs:
		Software:
		Authoring Tool:

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		The Deep Freeze Cloud does not make use of pre-recorded audio or video within the product directly.

1.2.2 Captions (Prerecorded) (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Deep Freeze Cloud does not make use of pre-recorded audio or video and as such has no media that would require captioning as per this requirement.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Deep Freeze does not make use of pre-recorded audio or video in the product and as such does not have any media that would require alternative media as per the requirement.

1.3.1 Info and Relationships (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Partially Supports
	Authoring Tool: Supports
		Web: Some components implement security measures that can prevent the application from being interacted with programmatically as a security measure. This can prevent Screen Readers and other assistive technology from working properly with those elements.
		Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
		Software: Some components implement security measures that can prevent the application from being interacted with programmatically as a security measure. This can prevent Screen Readers and other assistive technology from working properly with those elements. Authoring Tool:
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Does not Support Authoring Tool: Supports	Web: Electronic Docs: Software: Currently the Deep Freeze product does not support the programmatic reading of some UI elements to address security concerns. Authoring Tool:
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	The Deep Freeze Cloud does not relay on sensory characteristics such as size, shape, visual location, orientation, or sound.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Some elements use color as a primary method to indicate status of components, however alternative views and tool tips provide an alternative method of viewing this information. Electronic Docs: Software: Authoring Tool:
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	The Deep Freeze Cloud does not make use of any audio or video that plays automatically.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports Authoring Tool: Supports	Web: Some user interface elements are not selectable using keyboard input. Electronic Docs: Software: Some user interface elements are not selectable using keyboard input. Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Testing of the Deep Freeze Cloud does not show a specific known keyboard trap for input.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Any time limits set within the Deep Freeze cloud would be considered either a real-time exception (OTP Tokens) or a essential exception (expiry of user sessions for security purposes).
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Notification events are not currently able to be paused. Electronic Docs: Software: Authoring Tool:
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Deep Freeze Cloud does not contain any content that flashes in a manner as described in this requirement.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 ● 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: Partially Supported Electronic Docs: Supports Authoring Tool: Supports	Web: Content blocks that are repeated in some cases contain information that is specific to a given device within that content block. Such sections are not able to be bypassed. Electronic Docs: Authoring Tool:
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Supported Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: The page title in the user interface does not change as the context of the page changes. Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations

2.4.3 Focus Order (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Deep Freeze Cloud does include a focus order that aligns with the product layout and functionality.

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Partially Supports
	Authoring Tool: Supports
		Some UI elements are not readable programmatically for security reasons.

3.1.1 Language of Page (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Web:
		Electronic Docs:
		Software: Note that client software will utilize the language of the operating system when a supported language is detected and will default to English when a non-supported language is found.
		Authoring Tool:

3.2.1 On Focus (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Web:
		Electronic Docs: Documentation is presented as a PDF and would not initiate a context change without being triggered by the user changing focus (clicking a link for example).
		Software: When interacting with the software any change of context would be triggered by a change of focus.
		Authoring Tool:

3.2.2 On Input (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Web:
		Electronic Docs:
		Software: Some features will specifically initiate a change in context when selected. These are clearly documented and the behavior would be expected based on the user input. The client software however does not advise on the change prior to it occurring.
		Authoring Tool:

3.3.1 Error Identification (Level A) Also applies to: Revised Section 508	Web: Supports Electronic Docs: Supports Software: Supports	Web: Error messages are displayed to the user with a description of the error in human readable form.

Criteria	Conformance Level	Remarks and Explanations
● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Authoring Tool: Supports	Electronic Docs: Documentation is provided in a noninteractive formation that would not present error messages on its own. Software: Data input is checked for validity prior to submission and notification is provided if the data is incorrect. An exception for this is on password dialogs, they do not provide validation of incorrect passwords. Warnings may not be automatically read by assistive technologies. Authoring Tool:
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Documentation does not accept user input. Software: Product contains proper descriptive labels for text input fields however such fields cannot be programmatically read. Authoring Tool:
4.1.1 Parsing (Level A) Also applies to: WCAG 2.0 – Always answer 'Supports' Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports Authoring Tool: Supports	Web: Some user interface elements do not have a method to determine the role of an element using programmatic methods. Electronic Docs: Documentation is implemented in a standard electronic format, parsing of the document would be dependent on the reader in use. Software: Some elements of the user interface cannot be programmatically interacted with for security reasons. Authoring Tool:

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
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Deep Freeze Cloud does not make use of live audio that would require captioning.

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Deep Freeze Cloud does not make use of pre-recorded audio.

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Partially Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Web: Some UI elements that have no value set are displayed with a lower contrast ratio than described in the recommendations.
		Electronic Docs:
		Software:
		Authoring Tool:

1.4.4 Resize text (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Web:
		Electronic Docs: Electronic documentation is provided in a PDF format, ability to resize the document will be dependent on the r
		Software: Deep Freeze will observe the settings imposed by the operating system; however, some dialogs may not display properly outside of a 100% scaling setting depending on screen resolution.
		Authoring Tool:

1.4.5 Images of Text (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports
		Deep Freeze Cloud does not use only images to convey information that can be provided in text format.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 ● 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: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	Web: The Deep Freeze Cloud includes navigation components to all pages, so in instances where a single path to accessing the page exists that path exists on all pages or is part of a step in a process. Electronic Docs: Authoring Tool:
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Electronic documentation is provided in PDF format with appropriate headings and labels included in the document. Software: Appropriate tool tips exist within the product to describe the functionality of the software; however, such items may not be readable by programmatically and the information may not be accessible to assistive technologies Authoring Tool:
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Some user interface elements are not able to be interacted with through the keyboard and mouse. Electronic Docs: Software: Authoring Tool:
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Partially Supports Authoring Tool: Supports	Web: Electronic Docs: Software: The Deep Freeze Cloud has some agent components that cannot be interacted with programmatically for security reasons. Authoring Tool:
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 ● 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: Supports Authoring Tool: Supports	Web: Electronic Docs: Documentation is structured in a consistent manner in the PDF file; interpretation of this navigation data will depend on the software being used to read the document Authoring Tool:
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Electronic Docs: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: The only legal commitment created by the use of the product is to abide by the MSLA, this document is clearly displayed during installation and the user is provided the option to decline the agreement prior to installation. Electronic Docs: Software: The only legal commitment created by the use of the product is to abide by the MSLA, this document is clearly displayed during installation and the user is provided the option to decline the agreement prior to installation. Authoring Tool:

Table 3: Success Criteria, Level AAA

Notes: The Deep Freeze Cloud was not evaluated to this success criteria so this section is omitted.

Revised Section 508 Report

Notes: Assessment is based on the release of Deep Freeze Cloud as of March 2026

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Some Deep Freeze Cloud components are not accessible using programmatic means as a security measure. There are alternative methods to access the software through the administrative console or command line options that do work correctly with tools that use programmatic means to access the software.
302.2 With Limited Vision	Partially Supports	Supported with the use of assistive technologies such as screen readers, magnification utilities, or other tools as required.
302.3 Without Perception of Color	Supports	While Deep Freeze Cloud does make use of color in some aspects it is not the only indicator of specific status, condition, or other information that is conveyed to users.
302.4 Without Hearing	Supports	Deep Freeze Cloud does not utilize a communication method that makes use of Audio.
302.5 With Limited Hearing	Supports	Deep Freeze Cloud does not utilize audio as a method of feedback on the system.
302.6 Without Speech	Supports	Deep Freeze Cloud does not use speech as a method of control.
302.7 With Limited Manipulation	Supports	Deep Freeze Cloud does not have a mode of operation that would require simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	Deep Freeze Cloud does not have a mode of operation that would require simultaneous manual operations.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	While steps have been taken to make Deep Freeze Cloud simple to learn and use there are aspects of the product that could be difficult to utilized with limited cognitive and learning abilities.

Chapter 4: Hardware

Notes: The Deep Freeze Cloud is a software solution and as such does not contain any hardware. As such this section is omitted.

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	Supports	
502.2.2 No Disruption of Accessibility Features	Partially Supports	Deep Freeze Cloud contains some components that cannot be interacted with in a programmatic manner. This can interfere with accessibility features however options exist to access product functionality through other methods.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	While Deep Freeze Cloud can be interacted with using assistive technologies some portions of the product are not programmatically determinable via assistive technologies. Key functionality will have alternative means of access.
502.3.2 Modification of Object Information	Partially Supports	While Deep Freeze Cloud can be interacted with using assistive technologies some portions of the product are not programmatically determinable via assistive technologies. Key functionality will have alternative means of access.
502.3.3 Row, Column, and Headers	Partially Supports	Data grids in the web interface support this, however some services will have similar data grids on the client device that cannot be programmatically addressed.
502.3.4 Values	Not Supported	Some data values cannot be programmatically set or interacted with for security purposes.
502.3.5 Modification of Values	Partially Supported	Data input fields can be generally interacted with the exception of specific fields that would create a security concern if they were able to be interacted with programmatically.

Criteria	Conformance Level	Remarks and Explanations
502.3.6 Label Relationships	Partially Supports	Some UI elements are not programmatically determinable where allowing such functionality would represent a security risk.
502.3.7 Hierarchical Relationships	Partially Supports	Some UI elements are not programmatically determinable where allowing such functionality would represent a security risk.
502.3.8 Text	Partially Supports	Some UI elements are not programmatically determinable where allowing such functionality would represent a security risk.
502.3.9 Modification of Text	Partially Supports	Some UI elements are not programmatically determinable where allowing such functionality would represent a security risk.
502.3.10 List of Actions	Partially Supports	Some UI elements are not programmatically determinable where allowing such functionality would represent a security risk.
502.3.11 Actions on Objects	Partially Supports	Some UI elements are not programmatically determinable where allowing such functionality would represent a security risk. Functionality that is has this restriction will have alternative methods of access.
502.3.12 Focus Cursor	Partially Supports	Deep Freeze Cloud uses standard UI controls for text insertion however some elements are not programmatically determinable and this may interfere with determining focus.
502.3.13 Modification of Focus Cursor	Partially Supports	Focus can be moved through a combination of keyboard and mouse input using assistive technologies; however some UI elements are not addressable programmatically.
502.3.14 Event Notification	Partially Supports	Some UI elements are not programmatically determinable where allowing such functionality would represent a security risk.
502.4 Platform Accessibility Features	Partially Supports	Deep Freeze Cloud relies on the operating system and other assistive technologies to handle input and adjustment of input values.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	Deep Freeze Cloud does not allow for users to change the layout or color selection in the

Criteria	Conformance Level	Remarks and Explanations
		product but does respect settings related to high contrast display modes and other settings specific to assistive technologies.
503.3 Alternative User Interfaces	Not Applicable	Deep Freeze Cloud does not provide a alternative user interface for use with assistive technologies.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Deep Freeze Cloud does not provide for control of volume adjustment.
503.4.2 Audio Description Controls	Not Applicable	Deep Freeze Cloud does not provide controls for audio program selection.
504 Authoring Tools	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	Not Applicable	Reports generated by the Deep Freeze Cloud are generated in file formats that do not contain assistive information.
504.2.2 PDF Export	Does not Support	PDF Export is not specifically validated to ISO 32000-1:2008.
504.3 Prompts	Does not Support	Export of data does not prompt the author regarding compliance with a specific compliance standard.
504.4 Templates	Not Applicable	Templates are not provided for the creation of content within the platform.

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	Documentation does contain instructions on the use of alternative methods of access for the product but does not explicitly detail them as being used for purposes of accessibility.
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	Faronics is committed to providing assistance to customers in formats appropriate to address their needs. Customers requiring additional assistance can contact Faronics support team via email or phone for help.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Partially Supports	Faronics publishes information regarding accessibility programs online at www.faronics.com, but this information is not directly incorporated into user guides at this time
603.3 Accommodation of Communication Needs		Faronics is committed to providing assistance to customers in formats appropriate to address their needs. Customers requiring additional assistance can contact Faronics support team via email or phone for help.

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