

HHS Section 508

Subpart C - 1194.41 Information, Documentation, and Support

Checklist

Information, Documentation, and Support: Support Information and Services

Tester Name: e-Lock Compliance (compliance@clokesecurity.com) Phone: (415) 349-3081

Date: 13th August 2015

Fully Compliant (FC):	All instances fully meet the standard as defined below
Non-Compliant (NC):	All instances did <i>not</i> meet the standard
Partially Compliant (PC):	Partially met and requires further explanation
Not Applicable (N/A):	Standard is not applicable to this application
Not Tested (NT):	Standard was not tested

Requirement Guidelines: Compliance is defined as meeting the requirements set forth in the Section 508 Technical Standards, Subpart C - [Functional Performance Criteria](#) and Subpart D - [Information, Documentation and Support](#).

Any item not rated as fully compliant needs an explanation in detail as to why the standard was not met. Enter the ID number and an explanation in the space provided at the end of the checklist.

NOTE: The requirements in this section addresses access to all information, documentation, and support provided to end users (i.e., Federal employees) of covered technologies. This includes user guides, installation guides for end-user installable devices, and customer support and technical support communications. Such information must be available in alternate formats upon request at no additional charge. Alternate formats or method of communication can include Braille, large print, electronic text, TTY access, and captioning and audio description for video materials.

ID	Part 1194.41 Standards & Criteria Checklist Questions	FC	PC	NC	N/A	N/T
1 (a)	Product support documentation (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. Is product support documentation provided to end-users available in alternate formats (i.e., ASCII text or HTML) upon request for no additional charge?				X	
2 (b)	Accessibility and compatibility features (b) End-users shall 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.				X	
b. 1	Is a description of the product's accessibility and compatibility features that are built into a product fully documented and available in alternate formats or alternate modes upon request at no additional charge?				X	
b. 2	Are all keyboard navigation which does not follow documented system conventions fully documented and available in alternate formats or alternate modes upon request at no additional charge?				X	
3 (c)	Support services (c) Support services for products shall accommodate the communication needs of end-users with disabilities. Are help desks and other support services for products or services capable of accommodating the communications needs of persons with disabilities?	X				

Enter the ID number and a detailed explanation for any Non-Compliant (NC), Partially Compliant (PC), Not Applicable (N/A), or Not Tested (NT) results from above.

ID	Explanation
1(a)	Product support documentation only provided to Support partner. End-user deals directly with support partners either by email or phone.
2(b)	Similar as above. All the requests are either by email or phone.
2 b.1	Not applicable since the product features documentation related to item 1(a)
2 b.2	Not applicable since the product features documentation related to item 1(a)
3 (c)	Request received by Email and phone support channel. End-user can use his/her email clients and phone device.

Application Results:

Fully Compliant Partially Compliant Non-Compliant Not Applicable Not Tested

Additional Comments:

N/A