



Voluntary Product Accessibility Template (VPAT)[®] 2.0 for Distributed Products

Project Name:	Voluntary Product Accessibility Template (VPAT) [®] 2.0 – CA Veracode, February 2018.
Last Revision Date:	March 16, 2018
Revision:	4.0

This document constitutes CA confidential and proprietary information. No copying or distribution is permitted without the prior written consent of CA.

This document is based on current information as of the date of its last revision date and is subject to change or withdrawal by CA at any time without notice. This document shall not serve to (i) affect the rights and/or obligations of CA or its licensees under any existing or future written license agreement or services agreement relating to any CA software product; or (ii) amend any product documentation or specifications for any CA software product. This document is not deemed to be incorporated into any contract.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.

All trademarks, trade names, service marks and logos referenced herein belong to their respective companies.

THIS DOCUMENT IS FOR YOUR INFORMATIONAL PURPOSES ONLY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, CA PROVIDES THIS DOCUMENT "AS IS" WITHOUT WARRANTY OF ANY KIND, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. IN NO EVENT WILL CA BE LIABLE FOR ANY LOSS OR DAMAGE, DIRECT OR INDIRECT, FROM THE USE OF THIS DOCUMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS, LOST INVESTMENT, BUSINESS INTERRUPTION, GOODWILL OR LOST DATA, EVEN IF CA IS EXPRESSLY ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

Table of contents

CA Technologies Accessibility Conformance Report.....	1
Terminology	2
Section 508 Chapter 1: Application and Administration	3
Section 508 Chapter 2: Scoping Requirements.....	3
Section 508 Chapter 3: Functional Performance Criteria (FPC).....	14
Section 508 Chapter 4: Hardware.....	16
Section 508 Chapter 5: Software.....	21
Section 508 Chapter 6: Support Documentation and Services	24

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

CA Technologies Accessibility Conformance Report

VPAT® 2.0 Version February 2018 – February 27, 2018

Name of Product/Version:	CA Veracode
Product Description:	Web application
Date:	February 28, 2018
Contact Information	SatyaVaralakshmi.Villa@ca.com Satya Varalakshmi Dhulipudi Sarita.Sharan@ca.com Sharan Sarita
Notes	
Evaluation Methods Used:	This VPAT® is based on the results of an accessibility audit conducted by CA, for assessing compliance with the Web Content Accessibility Guidelines (WCAG) 2.0. CA used a variety of browsers, screen reader software (including NVDA and JAWS on Windows, and VoiceOver on macOS), as well as accessibility-testing tools such as aViewer, the Color Contrast Analyser and developer tools / accessibility extensions for Google Chrome, Firefox and Internet Explorer, to perform the audit.
Applicable Standards/Guidelines	This report covers the degree of conformance for the following accessibility standards/guidelines: <ul style="list-style-type: none">• Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA.• Revised Section 508.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Terminology

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.
- **Supports with Exceptions:** 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 2.0 Level AAA.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Section 508 Chapter 1: Application and Administration

This VPAT is based on the [Revised 508 Standards](#) which incorporates [WCAG 2.0](#) by reference.

Section 508 Chapter 2: Scoping Requirements

As CA Veracode is a web application, the following standards specifically apply:

- All Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA, available at <http://www.w3.org/TR/WCAG20>.
- Section 508 Chapter 3: Functional Performance Criteria (FPC).
- Section 508 Chapter 6: Support Documentation and Services.

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](#).

WCAG 2.0 Report

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Supports with exceptions	Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with minor exceptions. For example, the “Folder” image does not have alternative text provided in the Upload Files page.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u>	Not applicable	The web application contains no audio-only or video-only content.
<u>1.2.2 Captions (Prerecorded)</u>	Does not support	Prerecorded audio content in synchronized media lacks captions. For example, the Veracode Platform Demo video present on the Veracode Demonstration videos page relies on audio narration, but it does not provide any captions.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u>	Supports	Audio descriptions are provided for all synchronized media presentations.
<u>1.3.1 Info and Relationships</u>	Supports	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.
<u>1.3.2 Meaningful Sequence</u>	Supports	The correct reading sequence of content can be programmatically determined.
<u>1.3.3 Sensory Characteristics</u>	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components.
<u>1.4.1 Use of Color</u>	Supports with exceptions	While in much of cases color is not used as the only visual means of conveying information, indicating an action, prompting a response,

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
		<p>or distinguishing a visual element, there are minor exceptions.</p> <p>For example, carousel dots on the login screen are differentiated with blue and black colors for the active and in-active slides.</p>
1.4.2 Audio Control	Not applicable	The website does not contain any audio which plays automatically for more than 3 seconds.
2.1.1 Keyboard	Does not support	<p>Functionality of the content is not operable through a keyboard interface.</p> <p>For example:</p> <ol style="list-style-type: none"> 1. The "Hide Tokencode" link in the Login page is not accessible using a keyboard. 2. Most of the links in the Home page are not accessible using a keyboard.
2.1.2 No Keyboard Trap	Supports	For every component that receives keyboard focus, focus can be moved away from that component using only a keyboard interface.
2.2.1 Timing Adjustable	Supports	<p>The website features time limits but provides a mechanism for users to extend the time limit.</p> <p>For example, the website has session timeout functionality</p>

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
		but the user is warned before time expires and given 50 seconds to extend the time limit with simple popup.
<u>2.2.2 Pause, Stop, Hide</u>	Does not support	The website contains moving, blinking, scrolling or auto-updating content which does not provide any mechanisms to pause, top, hide or control the frequency of the update. For example, the carousel present in the Login page does not provide any mechanisms to pause or stop the carousel slides.
<u>2.3.1 Three Flashes or Below Threshold</u>	Supports	The website does not contain anything that flashes more than three times in any one second period.
<u>2.4.1 Bypass Blocks</u>	Does not support	A mechanism to bypass blocks of content is not available. For example, the website does not have a skip navigation link to bypass the repetitive header link.
<u>2.4.2 Page Titled</u>	Does not support	Pages do not have titles that describe their topic or purpose. For example: 1. Most pages in the website have a generic page title as Veracode Platform.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
		2. The frames present in the Analytics page does not have title.
2.4.3 Focus Order	Supports	All focusable components receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context)	Supports	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context. For example, the link “View Results” describes the purpose of the link in the Home page.
3.1.1 Language of Page	Does not support	The human language of pages in the application is not correctly identified.
3.2.1 On Focus	Supports	None of the focusable components initiates a change of context when they receive focus.
3.2.2 On Input	Supports	Changing the setting of any user interface component does not automatically cause a change of context.
3.3.1 Error Identification	Does not support	Input errors are not identified nor described to the user in text. For example, the login error message is not announced by

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
		screen readers on the Login page.
3.3.2 Labels or Instructions	Supports	Labels or instructions are provided for all content that requires user input.
4.1.1 Parsing	Supports	Markup-based content does not have any parsing issues known to have an accessibility impact.
4.1.2 Name, Role, Value	Does not support	<p>The name, role, state, value of interface components, or notifications of change to these items, cannot be programmatically determined and is therefore not available to user agents, including assistive technologies.</p> <p>For example:</p> <ol style="list-style-type: none"> 1. The “I have a security token” link in the Login page does not have a role associated with it. 2. There is no role defined for the menu items in the Home page.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not applicable	The website does not contain synchronized media with live audio content.
1.2.5 Audio Description (Prerecorded)	Supports	Audio descriptions are provided for all synchronized media presentations.
1.4.3 Contrast (Minimum)	Does not support	The website includes text with a contrast ratio below 4.5:1. For example: 1. In the Home page, menu items do not have a sufficient color contrast of 4.5:1. 2. In the Account Setting page, the “Save” button does not have a sufficient contrast ratio of 4.5:1.
1.4.4 Resize text	Supports	Text can be resized/zoomed without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text	Supports	All text is used to convey information rather than images of text.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways	Does not support	Pages can only be located through a single way within the website. For example, the website does not have alternative ways other than the single way of navigating through header links.
2.4.6 Headings and Labels	Supports	All headings and labels appropriately describe the topic or purpose of their related content.
2.4.7 Focus Visible	Does not support	Keyboard operable user interface components do not provide a visible keyboard focus indicator. For example, menu items do not have visible keyboard focus indicator when focused in the Home page.
3.1.2 Language of Parts	Not applicable	The website content does not contain changes in human language.
3.2.3 Consistent Navigation	Supports	Navigational mechanisms that are repeated on multiple pages within a set of Web pages occur in the same relative order each time they are repeated.
3.2.4 Consistent Identification	Supports	Components that have the same functionality within a set of pages are identified consistently.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion	Not applicable	The website does not contain any components expecting user input that have known suggestions for corrections.
3.3.4 Error Prevention (Legal, Financial, Data)	Not applicable	The website does not contain pages that cause legal commitments or financial transactions to occur, modify or delete user-controllable data in a data storage system, or submits user test responses.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded)	Not evaluated	
1.2.7 Extended Audio Description (Prerecorded)	Not evaluated	
1.2.8 Media Alternative (Prerecorded)	Not evaluated	
1.2.9 Audio-only (Live)	Not evaluated	
1.4.6 Contrast Enhanced	Not evaluated	
1.4.7 Low or No Background Audio	Not evaluated	
1.4.8 Visual Presentation	Not evaluated	
1.4.9 Images of Text (No Exception) Control	Not evaluated	
2.1.3 Keyboard (No Exception)	Not evaluated	
2.2.3 No Timing	Not evaluated	
2.2.4 Interruptions	Not evaluated	
2.2.5 Re-authenticating	Not evaluated	
2.3.2 Three Flashes	Not evaluated	
2.4.8 Location	Not evaluated	
2.4.9 Link Purpose (Link Only)	Not evaluated	
2.4.10 Section Headings	Not evaluated	
3.1.3 Unusual Words	Not evaluated	
3.1.4 Abbreviations	Not evaluated	
3.1.5 Reading Level	Not evaluated	
3.1.6 Pronunciation	Not evaluated	

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
3.2.5 Change on Request	Not evaluated	
3.3.5 Help	Not evaluated	
3.3.6 Error Prevention (All)	Not evaluated	

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Section 508 Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not support	See the following WCAG criteria specified above: WCAG 2.0 1.1.1 and WCAG 2.0 2.4.1.
302.2 With Limited Vision	Does not support	See the following WCAG criteria specified above: WCAG 2.0 1.4.3.
302.3 Without Perception of Color	Does not support	See the following WCAG criteria specified above: WCAG 2.0 1.4.3.
302.4 Without Hearing	Does not support	See the following WCAG criteria specified above: WCAG 2.0 1.2.1.
302.5 With Limited Hearing	Supports	See the following WCAG criteria specified above: WCAG 2.0 1.2.1.
302.6 Without Speech	Supports	The website does not require user speech.
302.7 With Limited Manipulation	Does not support	See the following WCAG criteria specified above: WCAG 2.0 2.4.1.
302.8 With Limited Reach and Strength	Does not support	See the following WCAG criteria specified above: WCAG 2.0 2.4.1.
302.9 With Limited Language, Cognitive, and Learning Abilities	Does not support	See the following WCAG criteria specified above: WCAG 2.0 2.4.6, WCAG 2.0

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
		1.2.1 - 1.2.5 and WCAG 2.0 1.1.1.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Section 508 Chapter 4: Hardware

Notes: CA Veracode is not a hardware product

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality		
<i>402.1 General</i>		
<i>402.2 Speech-Output Enabled</i>		
402.2.1 Information Displayed On-Screen	Not applicable	CA Veracode is not a hardware product.
402.2.2 Transactional Outputs	Not applicable	CA Veracode is not a hardware product.
402.2.3 Speech Delivery Type and Coordination	Not applicable	CA Veracode is not a hardware product.
402.2.4 User Control	Not applicable	CA Veracode is not a hardware product.
402.2.5 Braille Instructions	Not applicable	CA Veracode is not a hardware product.
<i>402.3 Volume</i>		
402.3.1 Private Listening	Not applicable	CA Veracode is not a hardware product.
402.3.2 Non-private Listening	Not applicable	CA Veracode is not a hardware product.
402.4 Characters on Display Screens	Not applicable	CA Veracode is not a hardware product.
402.5 Characters on Variable Message Signs	Not applicable	CA Veracode is not a hardware product.
403 Biometrics		
403.1 General	Not applicable	CA Veracode is not a hardware product.
404 Preservation of Information Provided for Accessibility		

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
404.1 General	Not applicable	CA Veracode is not a hardware product.
405 Privacy		
405.1 General	Not applicable	CA Veracode is not a hardware product.
406 Standard Connections		
406.1 General	Not applicable	CA Veracode is not a hardware product.
407 Operable Parts		
407.2 Contrast	Not applicable	CA Veracode is not a hardware product.
<i>407.3 Input Controls</i>		
407.3.1 Tactilely Discernible	Not applicable	CA Veracode is not a hardware product.
407.3.2 Alphabetic Keys	Not applicable	CA Veracode is not a hardware product.
407.3.3 Numeric Keys	Not applicable	CA Veracode is not a hardware product.
407.4 Key Repeat	Not applicable	CA Veracode is not a hardware product.
407.5 Timed Response	Not applicable	CA Veracode is not a hardware product.
407.6 Operation	Not applicable	CA Veracode is not a hardware product.
407.7 Tickets, Fare Cards, and Keycards	Not applicable	CA Veracode is not a hardware product.
<i>407.8 Reach, Height and Depth</i>		
407.8.1 Vertical Reference Plane	Not applicable	CA Veracode is not a hardware product.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
407.8.1.1 Vertical Plane for Side Reach	Not applicable	CA Veracode is not a hardware product.
407.8.1.2 Vertical Plane for Forward Reach	Not applicable	CA Veracode is not a hardware product.
407.8.2 Side Reach	Not applicable	CA Veracode is not a hardware product.
407.8.2.1 Unobstructed Side Reach	Not applicable	CA Veracode is not a hardware product.
407.8.2.2 Obstructed Side Reach	Not applicable	CA Veracode is not a hardware product.
407.8.3 Forward Reach	Not applicable	CA Veracode is not a hardware product.
407.8.3.1 Unobstructed Forward Reach	Not applicable	CA Veracode is not a hardware product.
407.8.3.2 Obstructed Forward Reach	Not applicable	CA Veracode is not a hardware product.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not applicable	CA Veracode is not a hardware product.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not applicable	CA Veracode is not a hardware product.
408 Display Screens		
408.2 Visibility	Not applicable	CA Veracode is not a hardware product.
408.3 Flashing	Not applicable	CA Veracode is not a hardware product.
409 Status Indicators		
409.1 General	Not applicable	CA Veracode is not a hardware product.
410 Color Coding		

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
410.1 General	Not applicable	CA Veracode is not a hardware product.
411 Audible Signals		
411.1 General	Not applicable	CA Veracode is not a hardware product.
412 ICT with Two-Way Voice Communication		
<i>412.2 Volume Gain</i>		
412.2.1 Volume Gain for Wireline Telephones	Not applicable	CA Veracode is not a hardware product.
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	CA Veracode is not a hardware product.
<i>412.3 Interference Reduction and Magnetic Coupling</i>		
412.3.1 Wireless Handsets	Not applicable	CA Veracode is not a hardware product.
412.3.2 Wireline Handsets	Not applicable	CA Veracode is not a hardware product.
412.4 Digital Encoding of Speech	Not applicable	CA Veracode is not a hardware product.
412.5 Real-Time Text Functionality	Not applicable	CA Veracode is not a hardware product.
412.6 Caller ID	Not applicable	CA Veracode is not a hardware product.
412.7 Video Communication	Not applicable	CA Veracode is not a hardware product.
413 Closed Caption Processing Technologies		
413.1.1 Decoding and Display of Closed Captions	Not applicable	CA Veracode is not a hardware product.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
413.1.2 Pass-Through of Closed Caption Data	Not applicable	CA Veracode is not a hardware product.
414 Audio Description Processing Technologies		
414.1.1 Digital Television Tuners	Not applicable	CA Veracode is not a hardware product.
414.1.2 Other ICT	Not applicable	CA Veracode is not a hardware product.
415 User Controls for Captions and Audio Descriptions		
415.1.1 Caption Controls	Not applicable	CA Veracode is not a hardware product.
415.1.2 Audio Description Controls	Not applicable	CA Veracode is not a hardware product.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Section 508 Chapter 5: Software

Notes: Veracode is not a software product.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Refer to the WCAG 2.0 section.	Refer to the WCAG 2.0 section.
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Not applicable	CA Veracode is not a software product.
502.2.2 No Disruption of Accessibility Features	Not applicable	CA Veracode is not a software product.
<i>502.3 Accessibility Services</i>		
502.3.1 Object Information	Not applicable	CA Veracode is not a software product.
502.3.2 Modification of Object Information	Not applicable	CA Veracode is not a software product.
502.3.3 Row, Column, and Headers	Not applicable	CA Veracode is not a software product.
502.3.4 Values	Not applicable	CA Veracode is not a software product.
502.3.5 Modification of Values	Not applicable	CA Veracode is not a software product.
502.3.6 Label Relationships	Not applicable	CA Veracode is not a software product.
502.3.7 Hierarchical Relationships	Not applicable	CA Veracode is not a software product.
502.3.8 Text	Not applicable	CA Veracode is not a software product.
502.3.9 Modification of Text	Not applicable	CA Veracode is not a software product.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Not applicable	CA Veracode is not a software product.
502.3.11 Actions on Objects	Not applicable	CA Veracode is not a software product.
502.3.12 Focus Cursor	Not applicable	CA Veracode is not a software product.
502.3.13 Modification of Focus Cursor	Not applicable	CA Veracode is not a software product.
502.3.14 Event Notification	Not applicable	CA Veracode is not a software product.
502.4 Platform Accessibility Features	Not applicable	CA Veracode is not a software product.
503 Applications		
503.2 User Preferences	Not applicable	CA Veracode is not a software product.
503.3 Alternative User Interfaces	Not applicable	CA Veracode is not a software product.
<i>503.4 User Controls for Captions and Audio Description</i>		CA Veracode is not a software product.
503.4.1 Caption Controls	Not applicable	CA Veracode is not a software product.
503.4.2 Audio Description Controls	Not applicable	CA Veracode is not a software product.
504 Authoring Tools		CA Veracode is not a software product.
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not applicable	CA Veracode is not a software product.
504.2.1 Preservation of Information Provided for	Not applicable	CA Veracode is not a software product.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
Accessibility in Format Conversion		
504.2.2 PDF Export	Not applicable	CA Veracode is not a software product.
504.3 Prompts	Not applicable	CA Veracode is not a software product.
504.4 Templates	Not applicable	CA Veracode is not a software product.

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Section 508 Chapter 6 : Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<i>601.1 Scope</i>		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Not applicable	Veracode does not include any non-standard accessibility or compatibility features that require further documentation.
602.3 Electronic Support Documentation	Does not support	All necessary documentation for Veracode is included electronically. Documentation does not support both Level A and AA.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All necessary documentation for Veracode is included electronically. The documentation is available in HTML and PDF format.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Not applicable	Veracode does not include any non-standard accessibility or compatibility features that require further documentation.
603.3 Accommodation of Communication Needs	Supports	CA provides support and services to users in alternative formats. There are two ways to contact Veracode support: 1.Telephone

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.

Criteria	Conformance Level	Remarks and Explanations
		2.Create Issue in the “Support Case information”

The only controlled versions of QMS documents are online. Copyright © 2018 CA, Inc. All rights reserved.
No unauthorized copying or distribution permitted.