



Adobe® Acrobat.com Voluntary Product Accessibility Template

The purpose of the Voluntary Product Accessibility Template is to assist Federal contracting officials in making preliminary assessments regarding the availability of commercial Electronic and Information Technology products and services with features that support accessibility. It is assumed 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.

Date: 12/12/2012

Name of Product: Adobe® Acrobat.com

Contact for more Information: access@adobe.com

Guideline	Applicable	Compliance
§1194.21 – Software Applications and Operating Systems	Applicable	Supports with exceptions
§1194.22 – Web-based Intranet and Internet Information and Systems	Applicable	Supports with exceptions
§1194.23 – Telecommunications Products	Not Applicable	—
§1194.24 – Video and Multimedia Products	Not Applicable	—
§1194.25 – Self-Contained, Closed Products	Not Applicable	—
§1194.26 – Desktop and Portable Computers	Not Applicable	—
§1194.31 – Functional Performance Criteria	Applicable	Supports with exceptions
§1194.41 – Information, Documentation, Support	Applicable	Supports

Section 1194.21 Software Applications and Operating Systems - Detail

Criteria	Supporting Features	Remarks and explanations
(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.	Does not support	<p>Many functions in the Acrobat.com interface are not operable using a keyboard alone.</p> <p>Toolbar buttons are not operable using a keyboard alone.</p> <p>It is not possible move focus to the list of files in the main content area using a keyboard alone.</p> <p>Menu items are not included in the tab order.</p>
(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 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.	Does not support	Acrobat.com does not display the default focus indicator.
(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.	Does not support	<p>Acrobat.com does not use focus highlighting to indicate which element has focus.</p> <p>Most elements in the Acrobat.com interface cannot receive keyboard focus.</p> <p>Some elements, that should not be part of the tab order, such as the Upload button when in the document view, do receive focus out of context.</p> <p>Focus is programmatically exposed to Assistive Technologies.</p>

Criteria	Supporting Features	Remarks and explanations
(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.	Does not support	<p>With the exception of some controls, the Acrobat.com interface does not provide sufficient information, including identity, role and state, for controls.</p> <p>For example, custom controls, such as the Tools tab, have incorrect roles, such 'editable text.'</p> <p>Many controls, such as the text edit field in the New Folder dialog box, do not have labels.</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.	Supports	
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	Textual information is available to assistive technology.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Does not support	The Acrobat.com interface does not support Windows High Contrast Mode. Many interface controls are not visible when Windows High Contrast mode is enabled.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not applicable	The Acrobat.com interface does not use animation.
(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.	Supports	The Acrobat.com interface does not use color as the only means of conveying information.
(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.	Not applicable	Acrobat.com does not permit the user to adjust color and contrast settings.

Criteria	Supporting Features	Remarks and explanations
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	The Acrobat.com interface does not use flashing or blinking objects.
(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.	Does not support	<p>Some form controls in the Acrobat.com interface do not provide sufficient information to assistive technologies and are not accessible using a keyboard alone, including:</p> <p>Many controls, such as the text edit field in the New Folder dialog box, do not have labels.</p> <p>The Filter controls for the Search form are not operable using a keyboard and do not include labels or role information.</p>

Section 1194.22 Web-based Internet information and applications - Detail

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Does not support	There are non-text objects in the Acrobat.com interface such as buttons on the toolbar that do not expose a text equivalent to Assistive Technology.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	Acrobat.com does not support multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Acrobat.com does not use color as the only means of conveying information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Does not support	Acrobat.com is not operable without an associated style sheet.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	Acrobat.com does not use server-side image maps.

Criteria	Supporting Features	Remarks and explanations
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not applicable	Acrobat.com does not use client-side image maps.
(g) Row and column headers shall be identified for data tables.	Not applicable	Acrobat.com does not use data tables.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not applicable	Acrobat.com does not use data tables.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not applicable	Acrobat.com does not use frames.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Acrobat.com does not have content that causes the screen to flicker at a frequency greater than 2Hz or lower than 55Hz.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not applicable	There is no need for a text-only page, as the application can be made accessible.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports	
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Supports	Acrobat.com does not require plugins.

Criteria	Supporting Features	Remarks and explanations
(n) When electronic forms are designed to be completed on-line, 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.	Does not support	Some form controls in the Acrobat.com interface do not provide sufficient information to assistive technologies and are not accessible using a keyboard alone, including: Many controls, such as the text edit field in the New Folder dialog box, do not have labels. The Filter controls for the Search form are not operable using a keyboard and do not include labels or role information.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Acrobat.com does not contain many repetitive links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	Acrobat.com does not use timed responses.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

Section 1194.31 Functional Performance Criteria - Detail

Criteria	Supporting Features	Remarks and explanations
(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.	Does not support	Many controls and inputs in the Acrobat.com user interface are not accessible to screen readers. Identity, role and state information is not available for many controls, including the filter controls in the Search feature, and the files list.
(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 with exceptions	Most functions are not operable with a keyboard and no visual indication of focus is provided. However, focus location is programmatically exposed to Assistive Technologies.

Criteria	Supporting Features	Remarks and explanations
(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 by people who are deaf or hard of hearing shall be provided	Supports	
(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.	Supports	
(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	
(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	

Section 1194.41 Information, Documentation, and Support - Detail

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Adobe provides electronic versions of all product support documentation.
(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.	Supports	Adobe provides information on accessibility features in the documentation. Electronic versions of all product support documentation are provided.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Product support for Adobe products is available in a variety of formats and from a number of online sources available from Adobe Systems.