



## Section 508 Checklist for §1194.41 Information, documentation, and support.

This Standard supports all products and services. Please also refer to Microsoft Word, Microsoft PowerPoint, Microsoft Excel and Adobe PDF checklists.

ID	1194.41 Standard Criteria & Checklist Questions	Evaluation
<b>(a)</b>	<b>Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.</b>	
<b>a.1</b>	Is product support documentation provided to end-users?	
<b>a.2</b>	Is support documentation available in accessible electronic formats?	
<b>a.3</b>	Can support documentation be used with assistive technology such as screen readers, Braille displays, screen magnifiers, voice recognition technology, etc.? (Note this is a function of <b>§1194.31 Functional Performance Criteria</b> )*	
<b>a.4</b>	If product support documentation is provided as HTML, is the documentation conformant with §1194.21 and §1194.22?	
<b>a.5</b>	If product support documentation includes multimedia demonstrations, is there captioning and video description for the demonstrations?	
<b>a.6</b>	Is there an additional charge for alternate formats?	

ID	1194.41 Standard Criteria & Checklist Questions	Evaluation
<b>(b)</b>	<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.</b>	
<b>b.1</b>	Is accessibility and compatibility support documentation provided to end-users?	
<b>b.2</b>	Is accessibility and compatibility support documentation available in accessible electronic formats?	
<b>b.3</b>	Can accessibility and compatibility support documentation in electronic format be used with assistive technology such as screen readers, Braille displays, screen magnifiers, or voice recognition technology? (Note this is a function of §1194.31 Functional Performance Criteria)*	
<b>b.4</b>	If accessibility and compatibility support document is provided in HTML is the document conformant with §1194.21 and §1194.22?	
<b>b.5</b>	If accessibility and compatibility support documentation includes multimedia demonstrations is there captioning and video description for the demonstrations?	
<b>b.6</b>	Is there an additional charge for alternate formats?	
<b>(c)</b>	<b>Support services for products shall accommodate the communication needs of end-users with disabilities.</b>	
<b>c.1</b>	Can support personnel communicate with TTY users?	
<b>c.2</b>	Can support services talk to relay services?	

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c.3	Can TTYs leave messages on the support services voice mail systems? Refer to §1194.23 (c).	
c.4	Do customer support services have a time-out period on their phone system? Does the timeout give an auditory and visual alert when the time interval is about to run out? Refer to §1194.23 (d).	
c.5	Can the user indicate more time is required? Refer to §1194.23 (d).	
c.6	Does the product support service have a website? If yes, does it pass §1194.21 and §1194.22 for the website?	
c.7	Does the product have a chat feature for product support service? If yes, does it pass §1194.21 and §1194.22?	

**\*§1194.31 Functional Performance Criteria**

- (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.
- (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.
- (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.
- (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.
- (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.
- (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.

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