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Product Name: Quest OnDemand
Product Version: 1.3
Contact for more information: <http://www.quest.com>

Summary table

Criteria	Supporting features	Remarks and explanations
Section 1194.21: Software Applications and Operating Systems	Supported	Quest OnDemand portal is controlled through Web-based applications
Section 1194.22: Web-based internet information and applications	Supported	
Section 1194.23: Telecommunications Products		Quest OnDemand is not considered a telecommunications product.
Section 1194.24: Video and Multi-media Products		Quest OnDemand does not use multimedia.
Section 1194.25: Self-Contained, Closed Products		Quest OnDemand is not a self-contained product.
Section 1194.26: Desktop and Portable Computers		Quest OnDemand is software as defined in section 1194.21
Section 1194.31: Functional Performance Criteria	Supported	
Section 1194.41: Information, Documentation and Support	Supported	

Section 1194.21 Software applications and operating systems

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.	Supported	
(b.i) 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.	Supported	
(b.ii) 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.	Supported	
(c.i) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes.	Supported	
(c.ii) The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supported	
(d.i) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology.	Supported	
(d.ii) When an image represents a program element, the information conveyed by the image must also be available in text.	Supported	
(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.	Supported	
(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.	Supported	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supported. Quest OnDemand (QoD) 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.	Supported. QoD does not use color as the only means to convey information, indicating an action or prompting a response.	
(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.	Supported, QoD does not allow to change colors and contrast levels.	
(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.	Supported, QoD does not use flashing or blinking objects or text	

Voluntary Product Accessibility



(1) 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.	Supported, QoD does not use any electronic forms.	
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Section 1194.22 Web-based internet information and applications

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).	Supported.	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	n/a	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Not Supported	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported	
(e) Redundant text links shall be provided for each active region of a server-side image map.	n/a	
(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.	n/a	
(g) Row and column headers shall be identified for data tables.	Supported	
(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.	n/a	
(i) Frames shall be titled with text that facilitates frame identification and navigation	n/a	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	n/a	
(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 Supported	
(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.	Not Supported	
(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).	Not Supported	
(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.	Supported	
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Supported	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	n/a	

Section 1194.31 Functional performance criteria

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.	Supported, e.g. Magnifier.	
(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.	Supported with minor exceptions	QoD may not support large font mode in dialogs where large fonts would render the dialog impossible to read. The operating system magnifier application is available to magnify all dialog texts.
(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	Supported with minor exceptions	The operating system magnifier application is available to magnify all dialog texts.
(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.	Supported, QoD does not require user hearing for access to any application functionality.	
(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.	Supported, QoD does not require speech recognition.	
(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.	Supported, e.g. StickyKeys, FilterKeys	

Section 1194.41 Information, Documentation and Support

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	Supported	Online help is currently available in Microsoft HTML Help format and in PDF format upon request. Other product documentation is available in PDF format. With a special documentation license, our products support accessibility software that converts .PDF files into speech for the visually challenged.
(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.	QoD’s documentation does not include a top-level link to “Options” which explains how to customize QoD’s accessibility settings. QoD’s documentation includes information on product navigation. However, it does not include system and user-defined shortcut keys.	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Quest Software’s Support Services is familiar with such features as keyboard access and other options important to people with disabilities. For technical assistance in the United States, you can contact Quest Software Support Services on a text telephone at (800) 306-9329 between 5:00 A.M. and 5:00 P.M. Pacific Time, Monday through Friday, excluding holidays.

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