Authentic8 Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Silo

Report Date: 5/8/2023

Product Description: Silo is a remote browser that embeds security, identity, and data policies directly into the browser. Available from anywhere, policies follow users regardless of environment. By shifting exposure away from the user's network and devices, Silo reduces risk and improves internal processes.

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Notes: This report supersedes Authentic8's previously released Section 508 report that was based on VPAT Version 2.4 (5-25-2021).

Evaluation Methods Used: Testing was based on general product knowledge.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

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.
- **Partially Supports**: 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 be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	**Electronic Docs:** Most Silo support documents that include non-text content provide sufficiently descriptive identification of any included non-text content; however, some non-text content is referenced without additional descriptive identification.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Not Applicable **Software:** Not Applicable	
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Not Applicable **Software:** Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Not Applicable **Software:** Not Applicable	
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Partially Supports **Software:** Does Not Support	**Software:** Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code that would otherwise allow for presentation to be programmatically determinable. **Electronic Docs:** Some Silo support documents do not apply sufficient info and relationship techniques, such as

Criteria	Conformance Level	Remarks and Explanations
		limited usage of landmark roles.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Not Applicable	**Software:** Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code that would otherwise allow for presentation to be programmatically determinable.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Partially Supports **Software:** Supported	**Electronic Docs:** Some Silo support documents reference non-text content by way of their spatial location or orientation.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Not Applicable **Software:** Supported	
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	
2.1.2 No Keyboard Trap (Level A)	**Web:** Supported	

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Electronic Docs:** Supported **Software:** Supported	
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Not Applicable **Software:** Supported	
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Not Applicable **Software:** Supported	
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Not Supported	**Software:** Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code that would otherwise allow for lang attribute to be programmatically determinable.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Not Supported	**Software:** Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code that would otherwise allow for user agents, including assistive technologies, to interpret and parse information presented as a component of the Silo software as a service.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Partially Supports **Software:** Not Supported	**Software:** Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code that would otherwise allow for interface components to be programmatically determinable. **Electronic Docs:** Some Silo support pages do not include sufficient area-label or aria-labelled by attributes.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Not Applicable **Software:** Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Not Applicable **Software:** Not Applicable	
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Not Supported	**Software:** Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code that would otherwise allow for programmatic adjustment of the text displayed within the software features.
2.4.5 Multiple Ways (Level AA)	**Web:** Supported	

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	**Electronic Docs:** Supported **Software:** Supported	
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Partially Supports	**Software:** Within the Silo Admin Console, some navigation elements (e.g., selected policy elements) do not sufficiently indicate focus in a visible manner when selected by way of the keyboard.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Not Supported	**Software:** Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code that would otherwise allow for lang attribute to be programmatically determinable.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Supported **Software:** Supported	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supported **Electronic Docs:** Not Applicable **Software:** Supported	

Table 3: Success Criteria, Level AAA

Notes: **Not Evaluated**

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**

Criteria	Conformance Level	Remarks and Explanations
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**

Criteria	Conformance Level	Remarks and Explanations
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	**Not Evaluated**	**Not Evaluated**

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Silo provides an encrypted display of the web to the endpoint, so traditional assistive technologies may not operate as intended. However, as a web browser, Silo can be used in conjunction with any cloud-based screen reader to allow usage without vision.
302.2 With Limited Vision	Partially Supports	As a cloud-based browser, Silo does not support high contrast settings that are applied to the endpoint. Silo does allow for magnification of system content (including Silo features and displayed web content) up to 300%.
302.3 Without Perception of Color	Supported	Use and administration of Silo is not dependent on color or color schemes. Any color-based web content that is displayed within Silo is wholly based on the external content accessed by the user.
302.4 Without Hearing	Supported	Silo supports web-based mechanisms for audio and web-based alternatives to audio within the web resources accessed by the browser. Use and administration of Silo is

Criteria	Conformance Level	Remarks and Explanations
		not dependent on hearing.
302.5 With Limited Hearing	Supported	Silo supports web-based mechanisms for audio and web-based alternatives to audio within the web resources accessed by the browser. Use and administration of Silo is not dependent on hearing.
302.6 Without Speech	Supported	The input, control, and operation of Silo is not dependent on speech input.
302.7 With Limited Manipulation	Supported	Silo can be used by way of keyboard input in lieu of operation that requires fine motor control.
302.8 With Limited Reach and Strength	Supported	In addition to operation by way of a traditional keyboard input, Silo also provides a "soft keyboard" input as a browser component. This allows for additional, assistive interaction with the browser (including "click helpers").
302.9 With Limited Language, Cognitive, and Learning Abilities	Supported	As a traditional web browser, Silo provides an assistive interface that includes mouseover text, password management, and web application management on behalf of the user.

Chapter 4: [Hardware](#)

Notes: This section is intentionally omitted from the Authetnc8 Accessibility Conformance Report. Silo is a Software as a Service (SaaS) cloud service offering.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Partially Supports	As a cloud-based browser, Silo does not support user accessibility settings that are applied to the endpoint; however, as a fully functional web browser users can interact with web-based accessibility resources.
502.2.2 No Disruption of Accessibility Features	Partially Supports	As a cloud-based browser, Silo does not support user accessibility settings that are applied to the endpoint; however, as a fully functional web browser users can interact with web-based accessibility resources.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.2 Modification of Object Information	Partially Supports	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service

Criteria	Conformance Level	Remarks and Explanations
		that provides this functionality.
502.3.3 Row, Column, and Headers	Partially Supports	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.4 Values	Partially Supports	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.5 Modification of Values	Partially Supports	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.6 Label Relationships	Partially Supports	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Partially Supports	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.8 Text	Partially Supports	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.9 Modification of Text	Partially Supports	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.10 List of Actions	Partially Supports	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.11 Actions on Objects	Partially Supports	Because Silo provides an encrypted

Criteria	Conformance Level	Remarks and Explanations
		representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.12 Focus Cursor	Partially Supports	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.13 Modification of Focus Cursor	Partially Supports	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.14 Event Notification	Partially Supports	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.4 Platform Accessibility Features	Not Applicable	Silo is a Software as a Service (SaaS) cloud service offering.

Criteria	Conformance Level	Remarks and Explanations
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Silo is a cloud-based browser that is designed to be isolated from the endpoint.
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supported	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	Electronic support documentation is located at https://support.authentic8.com, which includes support information on accessibility and compatibility features such as soft keyboard. Because of Silo's operation as a remotely located browser that only delivers an encrypted display of the web content,

Criteria	Conformance Level	Remarks and Explanations
		limited documentation exists regarding accessibility features that rely on programmatic interaction directly between the endpoint and target resources being displayed.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supported	Authentic8 support can answer questions about Silo related accessibility and compatibility. https://support.authentic8.com
603.3 Accommodation of Communication Needs	Supported	Authentic8 support can answer questions about Silo related accessibility and compatibility. https://support.authentic8.com

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