Autodesk Accessibility Conformance Report

Revised Section 508 Edition

VPAT[®] Version 2.3 (Revised) – April 2019

Name of Product/Version: Autodesk Inventor® Professional 2021, Inventor® 2021, Inventor LT™ 2021

Product Description: 3D CAD software for product development

Date: 3/9/2020

Contact information: <u>Business.services@autodesk.com</u> / 415-507-5000

Notes:

Evaluation Methods Used: General knowledge of product.

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) |

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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:

- 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 <u>WCAG 2.0 Conformance Requirements</u>.

Table 1: Success Criteria, Level A

Notes: Autodesk Inventor is not a Web-based application, only Simple Share, Guided Tutorial, Online help document are available through web.

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 1.1.1 Non-text Content (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| • 602.3 (Support Docs) | | |
| 1.2.2 Captions (Prerecorded) (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |
| 1.3.1 Info and Relationships (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| 1.3.2 Meaningful Sequence (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| • 602.3 (Support Docs) | | |
| 1.3.3 Sensory Characteristics (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| • 602.3 (Support Docs) | | |
| 1.4.1 Use of Color (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| • 602.3 (Support Docs) | | |
| 1.4.2 Audio Control (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| • 602.3 (Support Docs) | | |
| 2.1.1 Keyboard (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| • 602.3 (Support Docs) | | |
| 2.1.2 No Keyboard Trap (Level A) | | Web: |
| Also applies to: | Not Applicable | Electronic Docs: |
| Revised Section 508 | | Software: |
| 501 (Web)(Software) | | Authoring Tool: |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| • 504.2 (Authoring Tool) | | |
| • 602.3 (Support Docs) | | |
| 2.2.1 Timing Adjustable (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| • 602.3 (Support Docs) | | |
| 2.2.2 Pause, Stop, Hide (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| • 602.3 (Support Docs) | | |
| 2.3.1 Three Flashes or Below Threshold (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |
| 2.4.1 Bypass Blocks (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) – Does not apply to non-web software | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) – Does not apply to non-web docs | | |
| 2.4.2 Page Titled (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |
| 2.4.3 Focus Order (Level A) | Not Applicable | Web: |
| Also applies to: | | Electronic Docs: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| Revised Section 508 | | Software: |
| • 501 (Web)(Software) | | Authoring Tool: |
| • 504.2 (Authoring Tool) | | |
| • 602.3 (Support Docs) | | |
| 2.4.4 Link Purpose (In Context) (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |
| 3.1.1 Language of Page (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |
| 3.2.1 On Focus (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |
| 3.2.2 On Input (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |
| 3.3.1 Error Identification (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) 504 2 (Authoring Teal) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 3.3.2 Labels or Instructions (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| • 602.3 (Support Docs) | | |
| 4.1.1 Parsing (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| • 602.3 (Support Docs) | | |
| 4.1.2 Name, Role, Value (Level A) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| • 602.3 (Support Docs) | | |

Table 2: Success Criteria, Level AA

Notes: Autodesk Inventor is not a Web-based application, only Simple Share, Guided Tutorial, Online help document are available through web.

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 1.2.4 Captions (Live) (Level AA) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| • 602.3 (Support Docs) | | |
| 1.2.5 Audio Description (Prerecorded) (Level AA) | | Web: |
| Also applies to: | Not Applicable | Electronic Docs: |
| Revised Section 508 | | Software: |
| • 501 (Web)(Software) | | Authoring Tool: |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| • 504.2 (Authoring Tool) | | |
| • 602.3 (Support Docs) | | |
| 1.4.3 Contrast (Minimum) (Level AA) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| • 602.3 (Support Docs) | | |
| 1.4.4 Resize text (Level AA) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |
| 1.4.5 Images of Text (Level AA) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |
| 2.4.5 Multiple Ways (Level AA) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) – Does not apply to non-web software | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) – Does not apply to non-web docs | | |
| 2.4.6 Headings and Labels (Level AA) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |
| 2.4.7 Focus Visible (Level AA) | Not Applicable | Web: |
| Also applies to: | | Electronic Docs: |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| Revised Section 508 | | Software: |
| • 501 (Web)(Software) | | Authoring Tool: |
| • 504.2 (Authoring Tool) | | |
| 602.3 (Support Docs) | | |
| 3.1.2 Language of Parts (Level AA) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |
| 3.2.3 Consistent Navigation (Level AA) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) – Does not apply to non-web software | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) – Does not apply to non-web docs | | |
| 3.2.4 Consistent Identification (Level AA) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| 501 (Web)(Software) – Does not apply to non-web software | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) – Does not apply to non-web docs | | |
| 3.3.3 Error Suggestion (Level AA) | | |
| Also applies to: | | Web: |
| Revised Section 508 | Not Applicable | Electronic Docs: |
| • 501 (Web)(Software) | | Software: |
| • 504.2 (Authoring Tool) | | Authoring Tool: |
| 602.3 (Support Docs) | | |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) | | Wah. |
| Also applies to: Revised Section 508 | Not Applicable | Web: Electronic Docs: |
| 501 (Web)(Software) | Not Applicable | Software: |
| 501 (Web)(software) 504.2 (Authoring Tool) | | Authoring Tool: |
| 504.2 (Authorning 1001) 602.3 (Support Docs) | | |
| | <u> </u> | |

Table 3: Success Criteria, Level AAA

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 1.4.6 Contrast Enhanced (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 1.4.7 Low or No Background Audio (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 1.4.8 Visual Presentation (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 2.2.3 No Timing (Level AAA) Also applies to: | Not Evaluated | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| Revised Section 508 – Does not apply | | |
| 2.2.4 Interruptions (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 2.4.8 Location (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 3.1.3 Unusual Words (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 3.1.5 Reading Level (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 3.1.6 Pronunciation (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 3.2.5 Change on Request (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 3.3.5 Help (Level AAA) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |
| 3.3.6 Error Prevention (All) Also applies to: Revised Section 508 – Does not apply | Not Evaluated | |

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

| Criteria | Conformance Level | Remarks and Explanations |
|---------------------------------------|---------------------|--|
| 302.1 Without Vision | Not Applicable | |
| 302.2 With Limited Vision | Not Applicable | |
| 302.3 Without Perception of Color | Partially Supported | Inventor cannot support High Contrast well. Many context, icon and checkbox in the menu/dialog may not be displayed under High Contrast. Some Ribbon UI, Marking Menu and 3D annotation cannot support High Contrast well. No access to Boundary Patch weights using keyboard navigation. Inventor provides a wide variety of color selections. The user can customize the application window and other interface elements. Users can also use pre-defined named color styles. Couple Inventor browsers, dialogs, property panels cannot be displayed correctly under High Contrast setting. |
| 302.4 Without Hearing | Supports | Inventor does not require user hearing to operate the software. |
| 302.5 With Limited Hearing | Supports | Inventor does not require user hearing to operate the software. |
| 302.6 Without Speech | Supports | Inventor does not require user speech to operate the software. |
| 302.7 With Limited Manipulation | Not Applicable | |
| 302.8 With Limited Reach and Strength | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Not Applicable | |

Chapter 4: Hardware

Notes: Autodesk Inventor is a software application, not applicable for hardware.

Chapter 5: Software

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See <u>WCAG 2.0</u> section | See information in WCAG section |
| 502 Interoperability with Assistive Technology | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Supports | Some commands like attach, show sick, cannot be executable form keyboard by short cut. Consistent Materials, 3D Print, Freeform and Shared view commands cannot be executable form keyboard. |
| 502.2.2 No Disruption of Accessibility Features | Supports | Microsoft Active Accessibility applications such as the Narrator, Magnifier and the Onscreen keyboard can be used to access of the components of a form/dialog box. |
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Supports | Inventor icons have a tooltip and can add a shortcut key. Icons in the toolbar also have an extended mode where icon plus text is shown. |
| 502.3.2 Modification of Object Information | Supports | The Narrator can find identity, operation, state of toolbars, (context) menus, tabs, and dropdown menus. |
| 502.3.3 Row, Column, and Headers | Supports | Ribbon is defined with headers, rows and columns. |
| 502.3.4 Values | Supports | Values are well-defined with parameters. |
| 502.3.5 Modification of Values | Supports | Value modification are supported. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|---|
| 502.3.6 Label Relationships | Supports | Inventor icons have a tooltip and can add a shortcut key. Icons in the toolbar also have an extended mode where icon plus text is shown. |
| 502.3.7 Hierarchical Relationships | Supports | Commands are categories in Ribbon, context menu or object based. |
| 502.3.8 Text | Supports | |
| 502.3.9 Modification of Text | Supports | |
| 502.3.10 List of Actions | Supports | Actions are in the feature tree in the model browser. |
| 502.3.11 Actions on Objects | Supports | The Narrator can find identity, operation, state of toolbars, (context) menus, tabs, and dropdown menus. |
| 502.3.12 Focus Cursor | Partially Supported | The focus on some Inventor dialog like override dialog of joint, file open option dialog of vault cannot be changed correctly by clicking "Tab". The focus will lose in some case like using tab to be switching in Dynamic Part Motion dialog, opening dialog of in Diagram Frame Analysis. |
| 502.3.13 Modification of Focus Cursor | Partially Supported | |
| 502.3.14 Event Notification | Partially Supported | |
| 502.4 Platform Accessibility Features | Supports | Microsoft Active Accessibility applications such as the Narrator, Magnifier and the Onscreen keyboard can be used to access of the components of a form/dialog box. |
| 503 Applications | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Supports | Inventor configure UI and deployment complete page display abnormal under larger DPI. Color coding in Inventor works fine. |
| 503.3 Alternative User Interfaces | Supports | Amber and Ribbon interfaces. |
| 503.4 User Controls for Captions and Audio Description | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| 503.4.1 Caption Controls | Not Applicable | |
| 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 <u>WCAG 2.0</u> section | See information in WCAG section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Supports | |
| 504.2.2 PDF Export | Supports | |
| 504.3 Prompts | Supports | |
| 504.4 Templates | supports | |

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 | Supports | Microsoft Active Accessibility applications such as the Narrator, Magnifier and the Onscreen keyboard can be used to access of the components of a form/dialog box. |
| 602.3 Electronic Support Documentation | See WCAG 2.0 section | See information in WCAG section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports | Support documentation is available within the product, as hardcopy, or as Adobe PDF. |
| 603 Support Services | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Supports | This document is posted on our website at http://www.autodesk.com . Search for "Section 508". |
| 603.3 Accommodation of Communication Needs | Supports | Support services options are available via webpage, e-mail, fax, or phone. Direct, in person support is also available through resellers. |

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