Parallels International GmbH
Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Parallels® Client for Windows 20.2.1

Report Date: 23rd June 2025

Product Description: Parallels Client for Windows allows individuals to access resources published by a Parallels Administrator from their Windows endpoint

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Notes: Parallels RAS, the primary access method for the Parallels Client is an all-in-one remote working solution that enables access to virtual applications and desktops on any device, anytime, anywhere. Parallels Client Classic Interface and Modern interface for Windows were both evaluated against the guidelines within this document. Parallels Client

Guide for Windows and other technical documentation and resources are available at https://www.parallels.com/eu/products/ras/resources/.

Evaluation Methods Used: Testing was performed based on general product knowledge and carried out manually on a Parallels RAS 20.2.1 environment accessed via the Parallels Windows client 20.2.1. Assistive technologies such as Windows accessibility features (Narrator, Speech Recognition, etc…) along with keyboard-only control were used as part of testing.

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 (Yes)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (Yes)
Web Content Accessibility Guidelines 2.2	Level A (Yes)
	Level AA (Yes)
	Level AAA (Yes)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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 only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Non-text content such as buttons and controls have alternate text to describe the function
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: There are no audio-only or video-only recordings in the application. Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: There are no audio-only or video-only recordings in the application
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: There are no audio-only or video-only recordings in the application
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document)	Software: Supports	Software: Information and structure are available in logical groupings for navigation and text-based descriptions.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Correct reading sequences can be programmatically determined.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Software: Supports	Software: Instructions and content do not rely solely on sensory characteristics of components.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Color is not used as the sole means of conveying information. Appropriate text labels and formatting are also provided.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: No videos or audio recordings launch automatically when a window opens.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: All functions can be navigated using keyboard alone
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: No keyboard traps were found. Standard Keys are used for navigation such as Tab and the navigation arrow keys
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document)	Software: Supports	Software: The software does not have character-only shortcut keys. All keyboard shortcuts are activated through combination keys such as CTRL or ALT

Criteria	Conformance Level	Remarks and Explanations
• 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: The application does not require a timed response.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Software: Supports	Software: The application does not contain automatic scrolling. Content is updated periodically by software which is considered non-interference.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Flashing or blinking does not occur in the prohibited range.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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: Supports	Web: No web components were included in testing.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria	Software: Supports	Software: Windows throughout the application contain descriptive titles.

Criteria	Conformance Level	Remarks and Explanations
• 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: No web components were included in testing.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software	Software: Supports	Software: The purpose of each link can be determined from the link text together with context.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Supports	Software: All pointer actions can be operated with a single pointer without a path-based gesture
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Supports	Software: Functionality within dialogs which delivers a change to the environment is delivered on. Mouse-up
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web)	Software: Supports	Software: All Images are accompanied with visible text labels for identification

Criteria	Conformance Level	Remarks and Explanations
10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Supports	Software: Motion Actuation is not part of the software
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 11.3.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: The default human language can be determined.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Gaining focus on components does not initiate a change of context.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: In some windows, changing the setting of user interface components does not automatically cause a change of context.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The software has a single help menu, presented consistently through the application.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Users are informed that an error has occurred and can determine what is wrong (e.g., specific error message).
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Labels are provided for input fields.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Where appropriate, operating system-level cache is used to reduce the number of times a user enters the same information.
4.1.1 Parsing (Level A) Applies to:	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates

Criteria	Conformance Level	Remarks and Explanations
WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: For all user interface components (e.g., form elements and links), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.1.2.4 (Web)
   • 10.1.2.4 (Non-web document)
   • 11.1.2.4 (Open Functionality Software)
   • 11.1.2.4 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Software: Supports	Software: No time-based media present

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.1.2.5 (Web)
   • 10.1.2.5 (Non-web document)
   • 11.1.2.5 (Open Functionality Software)
   • 11.1.2.5 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Software: Supports	Software: No prerecorded presentations hosted.

1.3.4 Orientation (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
   • 9.1.3.4 (Web)
   • 10.1.3.4 (Non-web document)
	Software: Supports	Software: The application can be viewed on multiple form-factors and screen orientations without negatively impacting the user experience

Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Supports	Software: Input Purpose of common field-types is used – e.g. username and password
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: All areas of the application rely on underlying Windows operating system and meet the required contrast ratio.
1.4.4 Resize text (Level AA) Also applies to:	Software: Supports	Software: Text can be resized without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations

EN 301 549 Criteria
   • 9.1.4.4 (Web)
   • 10.1.4.4 (Non-web document)
   • 11.1.4.4.1 (Open Functionality Software)
   • 11.1.4.4.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)		

1.4.5 Images of Text (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.5 (Web)
   • 10.1.4.5 (Non-web document)
   • 11.1.4.5.1 (Open Functionality Software)
   • 11.1.4.5.2 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Software: Supports	Software: No images of text are used.

1.4.10 Reflow (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.10 (Web)
   • 10.1.4.10 (Non-web document)
   • 11.1.4.10 (Open Functionality Software)
   • 11.1.4.10 (Closed Software)
	Software: Supports	Software: 2 way scrolling is not used

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Supports	Software: The software can work in high contrast mode
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Supports	Software: Markup language is not used in the software.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software)	Software: Supports	Software: Content is not added on hover or keyboard focus

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 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: Supports	Web: No web components were included in testing.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 11.2.4.6 (Open Functionality Software) 11.2.4.6 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: Application provides descriptive headings and labels which explain topic or purpose.

Criteria	Conformance Level	Remarks and Explanations

2.4.7 Focus Visible (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.2.4.7 (Web)
   • 10.2.4.7 (Non-web document)
   • 11.2.4.7 (Open Functionality Software)
   • 11.2.4.7 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Software: Supports	Software: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible

2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: author-created content never obscures a user interface component in the software
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Dragging is not required within the software
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: All clickable items are at least 24 x 24 pixels

3.1.2 Language of Parts (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.1.2 (Web)
   • 10.3.1.2 (Non-web document)
   • 11.3.1.2 (Open Functionality Software) – Does not apply
   • 11.3.1.2 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
	Software: Supports	Software: The default human language can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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: Supports	Web: No web components were included in testing.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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: Supports	Web: No web components were included in testing

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Application does not cause legal commitments or financial transactions to occur for the user.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Cognitive function test is not required to access the software
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to:	Web: Supports	Web: Markup language is not used in the software

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		

Table 3: Success Criteria, Level AAA

Notes: Parallels Remote Application Server Console does not contain Web components and therefore WCAG 2.0 AAA conformance is recorded as Supports" as advised within the guidance notes.

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
1.4.6 Contrast (Enhanced) (Level AAA)	Web: Supports	Web: No web components were included in testing

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
2.2.6 Timeouts (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing

Criteria	Conformance Level	Remarks and Explanations
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
2.4.13 Focus Appearance (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
2.5.5 Target Size (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No web components were included in testing

Criteria	Conformance Level	Remarks and Explanations

3.2.5 Change on Request (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Supports	Web: No web components were included in testing

3.3.5 Help (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Supports	Web: No web components were included in testing

3.3.6 Error Prevention (All) (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Supports	Web: No web components were included in testing

3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Supports	Web: No web components were included in testing

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The application is keyboard operable
302.2 With Limited Vision	Supports	The application is keyboard operable. Users with low visual acuity when combined with screen magnification assistive technology can use the application.
302.3 Without Perception of Color	Supports	Color is not used as the sole means of conveying information.
302.4 Without Hearing	Supports	The application does not require user hearing.
302.5 With Limited Hearing	Supports	The application does not require user hearing.
302.6 Without Speech	Supports	The application does not require user speech.
302.7 With Limited Manipulation	Supports	The application is keyboard operable.
302.8 With Limited Reach and Strength	Supports	The application is keyboard operable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The application is designed with simplicity in mind (e.g., wizard driven approach).

Chapter 4: Hardware

Notes: Parallels Remote Application Server console contains no hardware elements and therefore this section is not applicable to the product.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Supports	No hardware components were included in testing
402.2.2 Transactional Outputs	Supports	No hardware components were included in testing
402.2.3 Speech Delivery Type and Coordination	Supports	No hardware components were included in testing
402.2.4 User Control	Supports	No hardware components were included in testing
402.2.5 Braille Instructions	Supports	No hardware components were included in testing
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Supports	No hardware components were included in testing
402.3.2 Non-private Listening	Supports	No hardware components were included in testing
402.4 Characters on Display Screens	Supports	No hardware components were included in testing
402.5 Characters on Variable Message Signs	Supports	No hardware components were included in testing
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Supports	No hardware components were included in testing
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Supports	No hardware components were included in testing
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	No hardware components were included in testing
406 Standard Connections	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
406.1 General	Supports	No hardware components were included in testing
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supports	No hardware components were included in testing
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Supports	No hardware components were included in testing
407.3.2 Alphabetic Keys	Supports	No hardware components were included in testing
407.3.3 Numeric Keys	Supports	No hardware components were included in testing
407.4 Key Repeat	Supports	No hardware components were included in testing
407.5 Timed Response	Supports	No hardware components were included in testing
407.6 Operation	Supports	No hardware components were included in testing
407.7 Tickets, Fare Cards, and Keycards	Supports	No hardware components were included in testing
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Supports	No hardware components were included in testing
407.8.1.1 Vertical Plane for Side Reach	Supports	No hardware components were included in testing
407.8.1.2 Vertical Plane for Forward Reach	Supports	No hardware components were included in testing
407.8.2 Side Reach	Supports	No hardware components were included in testing
407.8.2.1 Unobstructed Side Reach	Supports	No hardware components were included in testing

Criteria	Conformance Level	Remarks and Explanations
407.8.2.2 Obstructed Side Reach	Supports	No hardware components were included in testing
407.8.3 Forward Reach	Supports	No hardware components were included in testing
407.8.3.1 Unobstructed Forward Reach	Supports	No hardware components were included in testing
407.8.3.2 Obstructed Forward Reach	Supports	No hardware components were included in testing
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Supports	No hardware components were included in testing
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Supports	No hardware components were included in testing
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Supports	No hardware components were included in testing
408.3 Flashing	Supports	No hardware components were included in testing
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Supports	No hardware components were included in testing
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Supports	No hardware components were included in testing
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Supports	No hardware components were included in testing
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Supports	No hardware components were included in testing
412.2.2 Volume Gain for Non-Wireline ICT	Supports	No hardware components were included in testing

Criteria	Conformance Level	Remarks and Explanations
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Supports	No hardware components were included in testing
412.3.2 Wireline Handsets	Supports	No hardware components were included in testing
412.4 Digital Encoding of Speech	Supports	No hardware components were included in testing
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Supports	No hardware components were included in testing
412.7 Video Communication	Supports	No hardware components were included in testing
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Supports	No hardware components were included in testing
412.8.2 Voice and Hearing Carry Over	Supports	No hardware components were included in testing
412.8.3 Signal Compatibility	Supports	No hardware components were included in testing
412.8.4 Voice Mail and Other Messaging Systems	Supports	No hardware components were included in testing
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Supports	No hardware components were included in testing
413.1.2 Pass-Through of Closed Caption Data	Supports	No hardware components were included in testing
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Supports	No hardware components were included in testing
414.1.2 Other ICT	Supports	No hardware components were included in testing
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
415.1.1 Caption Controls	Supports	No hardware components were included in testing
415.1.2 Audio Description Controls	Supports	No hardware components were included in testing

Chapter 5: Software

Notes:

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	Supports	The application is not an operating system (platform software).
502.2.2 No Disruption of Accessibility Features	Supports	Software does not disrupt platform features that are defined in the platform documentation as accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially supports	The application provides name, role, state, and value information to assistive technology for most of the objects. Some controls (e.g. the link control) do not expose state information to screen readers.
502.3.2 Modification of Object Information	Supports	The application can be operated by assistive technology.
502.3.3 Row, Column, and Headers	Supports	Objects in data tables can be programmatically determinable.
502.3.4 Values	Supports	Assistive technology can operate the user interface to determine values.
502.3.5 Modification of Values	Supports	Assistive technology can operate the user interface to determine values.

Criteria	Conformance Level	Remarks and Explanations
502.3.6 Label Relationships	Supports	Any relationship that a component has as a label for another component, or of being labeled by another component, can be determined programmatically.
502.3.7 Hierarchical Relationships	Supports	Parent-child relationships can be determined programmatically.
502.3.8 Text	Supports	Assistive technology can operate the user interface to read text.
502.3.9 Modification of Text	Supports	Assistive technology can operate the user interface to read text.
502.3.10 List of Actions	Supports	The list of all actions that can be executed on an object are programmatically determined.
502.3.11 Actions on Objects	Supports	Assistive technology can programmatically execute available actions on objects.
502.3.12 Focus Cursor	Supports	Edit fields are compatible with assistive technology.
502.3.13 Modification of Focus Cursor	Supports	Edit fields are compatible with assistive technology.
502.3.14 Event Notification	Supports	Notification of events relevant to user interactions, including but not limited to changes in the component's state(s), value, name, description, or boundary, are available to assistive technology.
502.4 Platform Accessibility Features	Supports	The application is not an operating system.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	All areas of the application rely on underlying Windows operating system.
503.3 Alternative User Interfaces	Supports	The application does not provide an alternative user interface that functions as assistive technology.
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	Supports	Multimedia is not used
503.4.2 Audio Description Controls	Supports	Multimedia is not used
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	Supports	The application is not an Authoring Tool
504.2.2 PDF Export	Supports	The application is not an Authoring Tool
504.3 Prompts	Supports	The application is not an Authoring Tool
504.4 Templates	Supports	The application is not an Authoring Tool

Chapter 6: [Support Documentation and Services](#)

Notes:

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	The documentation is in electronic format and can be converted to other formats.
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	Supports	The documentation is in electronic format and can be converted to other formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does not support	The application does not provide specific documentation on accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports	Support services accommodate end users with disabilities.

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	The application is keyboard operable
4.2.2 Usage with limited vision	Supports	The application is keyboard operable. Users with low visual acuity when combined with screen magnification assistive technology can use the application.
4.2.3 Usage without perception of colour	Supports	Color is not used as the sole means of conveying information.
4.2.4 Usage without hearing	Supports	The application does not require user hearing.
4.2.5 Usage with limited hearing	Supports	The application does not require user hearing.
4.2.6 Usage with no or limited vocal capability	Supports	The application does not require user speech.
4.2.7 Usage with limited manipulation or strength	Supports	The application is keyboard operable
4.2.8 Usage with limited reach	Supports	The application is keyboard operable
4.2.9 Minimize photosensitive seizure triggers	Supports	The application does not contain any elements which deliver flashes which may cause impact to photosensitive users
4.2.10 Usage with limited cognition, language or learning	Supports	The application is designed with simplicity in mind (e.g., wizard driven approach) has context-aware help and is also compatible with audio narration software.

Criteria	Conformance Level	Remarks and Explanations
4.2.11 Privacy	Supports	The application delivers consistent privacy for all users and supports the use, for example, of personal headphones to interpret text-to-audio translation software being delivered

Chapter 5: Generic Requirements

Notes: Assistive technology such as Microsoft Narrator was used to verify functionality within this section

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Supports	The application is open to assistive technologies such as screen readers which can be controlled directly by the user
5.1.3.2 Auditory output delivery including speech	Supports	The application is open to assistive technologies such as screen readers which can be controlled directly by the user
5.1.3.3 Auditory output correlation	Supports	The application is open to assistive technologies such as screen readers which can be controlled directly by the user
5.1.3.4 Speech output user control	Supports	Speech output is not part of the software, which supports standard text-to speech feature such as Microsoft Narrator
5.1.3.5 Speech output automatic interruption	Supports	Speech output is not part of the software, which supports interruption as tested with standard text-to speech features such as Microsoft Narrator

Criteria	Conformance Level	Remarks and Explanations
5.1.3.6 Speech output for non-text content	Supports	All required content is delivered via text labels and can be interpreted by assistive technology such as Microsoft Narrator
5.1.3.7 Speech output for video information	Supports	There is no pre-recorded video presented within the software
5.1.3.8 Masked entry	Supports	Masked characters, such as password character are not passed to auditory methods
5.1.3.9 Private access to personal data	Supports	All auditory output can be consumed via personal output such as headphones
5.1.3.10 Non-interfering audio output	Supports	There is no audio delivered from within the software, any audio will be delivered via the assistive technology alone
5.1.3.11 Private listening volume	Supports	The software aligns with the operating system volume controls which are typically controlled via keyboard
5.1.3.12 Speaker volume	Supports	The software aligns with the operating system volume controls and the output of the speakers used
5.1.3.13 Volume reset	Supports	Volume control is inherited from the operating system hosting the software.
5.1.3.14 Spoken languages	Supports	The software can be set to provide a language different to that of the operating system. Therefore, the assistive technology would need to be set to interpret the console language if it differed from that of the operating system
5.1.3.15 Non-visual error identification	Supports	Detected errors are automatically delivered via voice output when assistive technology is used
5.1.3.16 Receipts, tickets, and transactional outputs	Supports	Receipts and tickets are not provided as part of the software

Criteria	Conformance Level	Remarks and Explanations
5.1.4 Functionality closed to text enlargement	Supports	Standard menu items scale with operating system scaling settings. Controls and clickable items do not scale, to preserve the integrity of the user interface
5.1.5 Visual output for auditory information	Supports	Auditory information alone is not used within the software, all features have visual information
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Supports	Mechanisms to navigate into an object, such as TAB can also navigate out using Shift + TAB
5.1.7 Access without speech	Supports	Speech is not a required input
5.2 Activation of accessibility features	Supports	No specific accessibility features are activated within the product. Instead operating system-wide accessibility controls are supported
5.3 Biometrics	Supports	It is not a requirement that biometrics are used
5.4 Preservation of accessibility information during conversion	Supports	The software does not convert the format of information
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Supports	The software does not require the use of motions such as grasping, pinching or twisting
5.5.2 Operable parts discernibility	Supports	The software does not use operable parts, such as physical switches or controls
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Supports	The software does not use locking or toggle controls

Criteria	Conformance Level	Remarks and Explanations
5.6.2 Visual status	Supports	The software does not use locking or toggle controls
5.7 Key repeat	Supports	The software uses the key repeat functionality from the operating system, which can be managed directly
5.8 Double-strike key acceptance	Supports	The software uses the keyboard delay functionality from the operating system, which can be managed directly
5.9 Simultaneous user actions	Supports	The software does not require simultaneous user actions

Chapter 6: ICT with Two-Way Voice Communication

Notes: Parallels RAS Console does not deliver two-way voice communication

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Supports	Parallels Client does not deliver two-way voice communication
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Supports	Parallels Client does not deliver two-way voice communication
6.2.1.2 Concurrent voice and text	Supports	Parallels Client does not deliver two-way voice communication
6.2.2.1 Visually distinguishable display	Supports	Parallels Client does not deliver two-way voice communication
6.2.2.2 Programmatically determinable send and receive direction	Supports	Parallels Client does not deliver two-way voice communication
6.2.2.3 Speaker identification	Supports	Parallels Client does not deliver two-way voice communication
6.2.2.4 Visual indicator of Audio with RTT	Supports	Parallels Client does not deliver two-way voice communication

Criteria	Conformance Level	Remarks and Explanations
6.2.3 Interoperability	Supports	Parallels Client does not deliver two-way voice communication
6.2.4 RTT responsiveness	Supports	Parallels Client does not deliver two-way voice communication
6.3 Caller ID	Supports	Parallels Client does not deliver two-way voice communication
6.4 Alternatives to voice-based services	Supports	Parallels Client does not deliver two-way voice communication
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Supports	Parallels Client does not deliver two-way voice or video communication
6.5.3 Frame rate	Supports	Parallels Client does not deliver two-way voice or video communication
6.5.4 Synchronization between audio and video	Supports	Parallels Client does not deliver two-way voice or video communication
6.5.5 Visual indicator of audio with video	Supports	Parallels Client does not deliver two-way voice or video communication
6.5.6 Speaker identification with video (sign language) communication	Supports	Parallels Client does not deliver two-way voice or video communication
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Chapter 7: ICT with Video Capabilities

Notes: Parallels RAS Console does not deliver video communication

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
7.1.1 Captioning playback	Supports	Parallels Client does not deliver video communication
7.1.2 Captioning synchronization	Supports	Parallels Client does not deliver video communication
7.1.3 Preservation of captioning	Supports	Parallels Client does not deliver video communication
7.1.4 Captions characteristics	Supports	Parallels Client does not deliver video communication
7.1.5 Spoken subtitles	Supports	Parallels Client does not deliver video communication
7.2.1 Audio description playback	Supports	Parallels Client does not deliver video communication
7.2.2 Audio description synchronization	Supports	Parallels Client does not deliver video communication
7.2.3 Preservation of audio description	Supports	Parallels Client does not deliver video communication
7.3 User controls for captions and audio description	Supports	Parallels Client does not deliver video communication

Chapter 8: Hardware

Notes: Parallels Remote Application Server is not hardware and therefore this section is not applicable to the product.

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	Supports	Parallels Client is not hardware
8.1.3 Colour	Supports	Parallels Client is not hardware
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	Supports	Parallels Client is not hardware
8.2.1.2 Incremental volume control	Supports	Parallels Client is not hardware
8.2.2.1 Fixed-line devices	Supports	Parallels Client is not hardware

Criteria	Conformance Level	Remarks and Explanations
8.2.2.2 Wireless communication devices	Supports	Parallels Client is not hardware
8.3 Stationary ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach	Supports	Parallels Client is not hardware
8.3.2.2 Unobstructed low forward reach	Supports	Parallels Client is not hardware
8.3.2.3.1 Clear space	Supports	Parallels Client is not hardware
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Supports	Parallels Client is not hardware
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Supports	Parallels Client is not hardware
8.3.2.4 Knee and toe clearance width	Supports	Parallels Client is not hardware
8.3.2.5 Toe clearance	Supports	Parallels Client is not hardware
8.3.2.6 Knee clearance	Supports	Parallels Client is not hardware
8.3.3.1 Unobstructed high side reach	Supports	Parallels Client is not hardware
8.3.3.2 Unobstructed low side reach	Supports	Parallels Client is not hardware
8.3.3.3.1 Obstructed (≤ 255 mm) side reach	Supports	Parallels Client is not hardware
8.3.3.3.2 Obstructed (≤ 610 mm) side reach	Supports	Parallels Client is not hardware
8.3.4.1 Change in level	Supports	Parallels Client is not hardware
8.3.4.2 Clear floor or ground space	Supports	Parallels Client is not hardware
8.3.4.3.2 Forward approach	Supports	Parallels Client is not hardware
8.3.4.3.3 Parallel approach	Supports	Parallels Client is not hardware
8.3.5 Visibility	Supports	Parallels Client is not hardware
8.3.6 Installation instructions	Supports	Parallels Client is not hardware
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Supports	Parallels Client is not hardware
8.4.2.1 Means of operation of mechanical parts	Supports	Parallels Client is not hardware
8.4.2.2 Force of operation of mechanical parts	Supports	Parallels Client is not hardware
8.4.3 Keys, tickets and fare cards	Supports	Parallels Client is not hardware
8.5 Tactile indication of speech mode	Supports	Parallels Client is not hardware

Chapter [9: Web](#) *(see [WCAG 2.x section](#))*

Notes:

Chapter [10: Non-Web Documents](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See [WCAG 2.x](#) section	See information in WCAG 2.x section
10.5 Caption positioning	Supports	The application does not deliver synchronized media with captions
10.6 Audio description timing	Supports	The application does not deliver synchronized media with audio description

Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See [WCAG 2.x](#) section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17

Criteria	Conformance Level	Remarks and Explanations
11.5.2.4 Assistive technology	Supports	The Software is not closed and supports external assistive technology
11.5.2.5 Object information	Supports	Objects are determinable by assistive technology
11.5.2.6 Row, column, and headers	Supports	Table data is determinable by assistive technology
11.5.2.7 Values	Supports	Values are determinable by assistive technology
11.5.2.8 Label relationships	Supports	Labels and their relationships are determinable by assistive technology
11.5.2.9 Parent-child relationships	Supports	Relationships are determinable by assistive technology
11.5.2.10 Text	Supports	Text is determinable by assistive technology
11.5.2.11 List of available actions	Supports	Available actions are determinable by assistive technology
11.5.2.12 Execution of available actions	Supports	Execution of actions is available via assistive technology
11.5.2.13 Tracking of focus and selection attributes	Supports	The current focus and selection is available via assistive technology
11.5.2.14 Modification of focus and selection attributes	Supports	Modification of focus and selection is available via assistive technology
11.5.2.15 Change notification	Supports	Changes in attributes are available via assistive technology
11.5.2.16 Modifications of states and properties	Supports	Modification of state and properties is available via assistive technology
11.5.2.17 Modifications of values and text	Supports	Modification of values and text is available via assistive technology
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Supports	The software is designed to be used with universal accessibility features available to the operating system

Criteria	Conformance Level	Remarks and Explanations
11.6.2 No disruption of accessibility features	Supports	The software is designed to be used with universal accessibility features available to the operating system
11.7 User preferences	Supports	The software will inherit the user preferences (for example high-contrast mode) from the operating system
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Supports	The software does not contain authoring tool components
11.8.4 Repair assistance	Supports	The software does not contain authoring tool components
11.8.5 Templates	Supports	The software does not contain authoring tool components

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	No accessibility features are specifically enabled from the software as it is designed to be used with the accessibility setting the underlying operating system is using.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
12.2.2 Information on accessibility and compatibility features	Supports	No accessibility features are specifically enabled from the software as it is designed to be used with the accessibility setting the underlying operating system is using.
12.2.3 Effective communication	Supports	Support services will accommodate the accessibility needs of the caller. There are multiple methods to communicate with support to suit the requirements of the caller
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Supports	The software does not provide a text relay service
13.1.3 Sign relay services	Supports	The software does not provide a sign relay service
13.1.4 Lip-reading relay services	Supports	The software does not provide a lip-reading relay service
13.1.5 Captioned telephony services	Supports	The software does not provide a captioned telephony service
13.1.6 Speech to speech relay services	Supports	The software does not provide a speech to speech service
13.2 Access to relay services	Supports	The software does not deliver two-way voice/video communication services
13.3 Access to emergency services	Supports	The software is not specified for use to communicate with emergency services

Legal Disclaimer (Company)

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of Parallels Client for Windows as of 23rd June 2025 and is only valid for the version and date it was tested. This document is for informational purposes only and does not replace independent legal advice. Parallels is a trademark of Parallels International GmbH.