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Name of Product: ThinkingStorm Online Tutoring

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Summary Table
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<i>Criteria</i>	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Software applications and operating systems are, where relevant to the delivery of online tutoring services, accessible in compliance with Section 1194.21.	ThinkingStorm meets all requirements relevant to the delivery of online tutoring services. Animations are not used to deliver these services, so compliance with item 1194.21.h is not required.
Section 1194.22 Web-based Internet Information and Applications	Web-based internet information and applications are, where relevant to the delivery of online tutoring services, accessible in compliance with Section 1194.22.	ThinkingStorm meets all requirements relevant to the delivery of online tutoring services. Multimedia presentations and data tables are not used to deliver these services, so compliance with items 1194.22.b, 1194.22.g and 1194.22.h is not required. Certain interfaces used may not be functional with Assistive Technology; alternative interfaces are provided on an as-needed basis in compliance with item 1194.22.i.
Section 1194.23 Telecommunications Products	Telecommunications products are, where relevant to the delivery of online tutoring services, accessible in compliance with Section 1194.23.	ThinkingStorm meets all requirements relevant to the delivery of online tutoring services. Mechanically operated controls or keys are not used to deliver these services, so compliance with items 1194.23.k1-4 is not required.

<p>Section 1194.24 Video and Multi-media Products</p>	<p>Video and Multi-media products are, where relevant to the delivery of online tutoring services, accessible in compliance with Section 1194.24.</p>	<p>ThinkingStorm meets all requirements relevant to the delivery of online tutoring services. ThinkingStorm does not provide television displays or tuners, so compliance with items 1194.24.a and 1194.24.b is not required.</p>
<p>Section 1194.25 Self-Contained, Closed Products</p>	<p>Self-Contained, Closed products are, where relevant to the delivery of online tutoring services, accessible in compliance with Section 1194.25.</p>	<p>ThinkingStorm meets all requirements relevant to the delivery of online tutoring services. ThinkingStorm does not utilize touchscreens or biometric identification, so compliance with items 1194.25.c and 1194.25.d is not required. ThinkingStorm is not a freestanding product intended to be used in one location, so compliance with items 1194.25.j1-4 is not required.</p>
<p>Section 1194.26 Desktop and Portable Computers</p>	<p>None of the items listed in Section 1194.26 are relevant to ThinkingStorm's delivery of online tutoring services.</p>	<p>Compliance is not required for items 1194.26.a-d.</p>
<p>Section 1194.31 Functional Performance Criteria</p>	<p>ThinkingStorm's products and platform are, where relevant to the delivery of online tutoring services, accessible in compliance with Section 1194.31.</p>	<p>ThinkingStorm meets all requirements relevant to the delivery of online tutoring services.</p>
<p>Section 1194.41 Information, Documentation and Support</p>	<p>ThinkingStorm's products and platform are, where relevant to the delivery of online tutoring services, accessible in compliance with Section 1194.41.</p>	<p>ThinkingStorm meets all requirements relevant to the delivery of online tutoring services.</p>

Section 1194.21 Software Applications and Operating Systems – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Such product functions are executable from a keyboard.	ThinkingStorm meets this requirement.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Online tutoring applications do not disrupt or disable accessibility features or operating system features which are developed according to industry standards.	ThinkingStorm meets this requirement.
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	On-screen indicators are used where relevant in all online tutoring interfaces.	ThinkingStorm meets this requirement.
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Information is available in this format. Images representing program elements include textual elements.	ThinkingStorm meets this requirement.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Consistent use of bitmap images is used in relevant scenarios.	ThinkingStorm meets this requirement.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Text content, caret location, and attributes are available.	ThinkingStorm meets this requirement.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	No applications used for online tutoring override user-selected display attributes.	ThinkingStorm meets this requirement.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	ThinkingStorm does not utilize animation to deliver online tutoring services.	ThinkingStorm does not utilize animation to deliver online tutoring services.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Color coding is not employed as the sole means of conveying information.	ThinkingStorm meets this requirement.

<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>A variety of color and contrast settings are available to users of online tutoring interfaces.</p>	<p>ThinkingStorm meets this requirement.</p>
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Blinking elements are not incorporated into the online tutoring system.</p>	<p>ThinkingStorm meets this requirement.</p>
<p>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Electronic forms can be completed using Assistive Technology.</p>	<p>ThinkingStorm meets this requirement.</p>

Section 1194.22 Web-based Internet information and applications – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Non-text elements include such equivalents.	ThinkingStorm meets this requirement.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	ThinkingStorm does not utilize such multimedia presentations to deliver online tutoring services.	ThinkingStorm does not utilize such multimedia presentations to deliver online tutoring services.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Any information conveyed with color is also conveyed via other methods such as context or markup.	ThinkingStorm meets this requirement.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Documents are readable without required an associated style sheet.	ThinkingStorm meets this requirement.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Redundant text links are provided in such a manner.	ThinkingStorm meets this requirement.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Image maps are provided in such a manner.	ThinkingStorm meets this requirement.
(g) Row and column headers shall be identified for data tables.	ThinkingStorm does not utilize data tables to deliver online tutoring services.	ThinkingStorm does not utilize data tables to deliver online tutoring services.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	ThinkingStorm does not utilize data tables to deliver online tutoring services.	ThinkingStorm does not utilize data tables to deliver online tutoring services.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Frames are identified in a manner consistent with this requirement.	ThinkingStorm meets this requirement.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Pages do not cause any unusually high or low flicker frequency.	ThinkingStorm meets this requirement.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	ThinkingStorm appears to comply with the other provisions in this section. If it does not, a text-only equivalent page will be made available.	ThinkingStorm meets this requirement.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	ThinkingStorm employs several interfaces for online tutoring. Some interfaces may not include this ability, but in such cases, alternative and compliant interfaces and/or options will be made available.	ThinkingStorm meets this requirement. One interface used for online tutoring does not work with certain Assistive Technology; an alternative interface and/or

		arrangement will be made by ThinkingStorm's Customer Support team whenever this interface does not meet a user's accessibility requirements.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Any applet, plug-in, or other required application provides a link that complies with such requirements.	ThinkingStorm meets this requirement.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Assistive Technology can be used to complete electronic forms.	ThinkingStorm meets this requirement.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Repetitive navigation links have been removed.	ThinkingStorm meets this requirement.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	ThinkingStorm alerts users of any timed responses that may be required by the online tutoring system.	ThinkingStorm meets this requirement. ThinkingStorm gives users five (5) minutes to accept online tutoring invitations. Both audio and visual notifications are provided when a user is invited.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

Section 1194.23 Telecommunications Products – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Tools allowing voice communication should be functional with TTY tools, and microphones can be turned on and off at the user's discretion.	ThinkingStorm meets this requirement.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Such TTY signal protocols are supported.	ThinkingStorm meets this requirement.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	TTY users can use such systems.	ThinkingStorm meets this requirement.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Such systems, where used, do provide such alerts.	ThinkingStorm meets this requirement.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Such functions, where used, are available for TTY users.	ThinkingStorm meets this requirement.
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Such signals comply with these volume adjustments.	ThinkingStorm meets this requirement.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	ThinkingStorm does not provide telecommunications products to its users.	ThinkingStorm does not provide such products in the scope of delivering online tutoring services.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	ThinkingStorm does not provide telecommunications products to its users.	ThinkingStorm does not provide such products in the scope of delivering online tutoring services.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	ThinkingStorm does not provide telecommunications products to its users.	ThinkingStorm does not provide such products in the scope of delivering online tutoring services.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the	Various products used to to transmit information comply with this requirement.	ThinkingStorm meets this requirement.

<p>information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>		
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>ThinkingStorm does not utilize such controls or keys to deliver online tutoring services.</p>	<p>ThinkingStorm does not utilize such controls or keys to deliver online tutoring services.</p>
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>ThinkingStorm does not utilize such controls or keys to deliver online tutoring services.</p>	<p>ThinkingStorm does not utilize such controls or keys to deliver online tutoring services.</p>
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>ThinkingStorm does not utilize such controls or keys to deliver online tutoring services.</p>	<p>ThinkingStorm does not utilize such controls or keys to deliver online tutoring services.</p>
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>	<p>ThinkingStorm does not utilize such controls or keys to deliver online tutoring services.</p>	<p>ThinkingStorm does not utilize such controls or keys to deliver online tutoring services.</p>

Section 1194.24 Video and Multi-media Products – Detail

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Criteria	Supporting Features	Remarks and explanations
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>	<p>ThinkingStorm does not provide such displays within the scope of delivering online tutoring services.</p>	<p>ThinkingStorm does not provide such displays within the scope of delivering online tutoring services.</p>
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>ThinkingStorm does not provide such tuners within the scope of delivering online tutoring services.</p>	<p>ThinkingStorm does not provide such tuners within the scope of delivering online tutoring services.</p>
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	<p>Video and multimedia resources containing speech or audio information necessary for comprehension can include captions.</p>	<p>ThinkingStorm meets this requirement.</p>
<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.</p>	<p>Video and multimedia resources containing speech or audio information necessary for comprehension can be audio described.</p>	<p>ThinkingStorm meets this requirement.</p>
<p>(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p>	<p>Where possible, such presentation or descriptions will be user-selectable.</p>	<p>ThinkingStorm meets this requirement.</p>

Section 1194.25 Self-Contained, Closed Products – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	End-user Assistive Technology attachment assistance is generally not required to use online tutoring.	ThinkingStorm meets this requirement.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	ThinkingStorm alerts users of any timed responses that may be required by the online tutoring system.	ThinkingStorm meets this requirement. ThinkingStorm gives users five (5) minutes to accept online tutoring invitations. Both audio and visual notifications are provided when a user is invited.
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	ThinkingStorm does not utilize such controls to deliver online tutoring services.	ThinkingStorm does not utilize such controls to deliver online tutoring services.
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	ThinkingStorm does not utilize such user identification methods to deliver online tutoring services.	ThinkingStorm does not utilize such user identification methods to deliver online tutoring services.
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Audio signals are provided at standard signal levels, with the ability for the user to interrupt, pause, or restart audio at any time.	ThinkingStorm meets this requirement.
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	Online tutoring services are one-to-one and not designed for voice output in public areas or for public display. Such controls and output abilities depend on the user's audio products. However, volume automatically plays at a default level after each use.	ThinkingStorm meets this requirement.
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Any information conveyed with color is also conveyed via other methods such as context or markup.	ThinkingStorm meets this requirement.

<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>A variety of color and contrast settings are available to users of online tutoring interfaces.</p>	<p>ThinkingStorm meets this requirement.</p>
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Pages do not cause any unusually high or low flicker frequency.</p>	<p>ThinkingStorm meets this requirement.</p>
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>	<p>This requirement is not applicable to the delivery of online tutoring services.</p>	<p>This requirement is not applicable to the delivery of online tutoring services.</p>
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>	<p>This requirement is not applicable to the delivery of online tutoring services.</p>	<p>This requirement is not applicable to the delivery of online tutoring services.</p>
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>This requirement is not applicable to the delivery of online tutoring services.</p>	<p>This requirement is not applicable to the delivery of online tutoring services.</p>
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>	<p>This requirement is not applicable to the delivery of online tutoring services.</p>	<p>This requirement is not applicable to the delivery of online tutoring services.</p>

Section 1194.26 Desktop and Portable Computers – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	ThinkingStorm does not such controls or keys to deliver online tutoring services.	ThinkingStorm does not such controls or keys to deliver online tutoring services.
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	ThinkingStorm does not utilize such controls to deliver online tutoring services.	ThinkingStorm does not utilize such controls to deliver online tutoring services.
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	ThinkingStorm does not utilize such user identification methods to deliver online tutoring services.	ThinkingStorm does not utilize such user identification methods to deliver online tutoring services.
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	This requirement is not applicable to the delivery of online tutoring services.	This requirement is not applicable to the delivery of online tutoring services.

Section 1194.31 Functional Performance Criteria – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Several modes of operation and information retrieval are available without requiring user vision. Support for Assistive Technology is available.	ThinkingStorm meets this requirement.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Several modes of operation and information retrieval are available without requiring the outlined visual acuity. Support for Assistive Technology is available.	ThinkingStorm meets this requirement.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Several modes of operation and information retrieval are available without requiring user hearing. Support for Assistive Technology is available.	ThinkingStorm meets this requirement.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Several modes of operation and information retrieval are available in an enhanced auditory fashion, provided the user has the equipment to operate in such a fashion. Support for Assistive Technology is available.	ThinkingStorm meets this requirement.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Several modes of operation and information retrieval are available without requiring user speech. Support for Assistive Technology is available.	ThinkingStorm meets this requirement.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Several modes of operation and information retrieval are available without requiring fine motor control. Support for Assistive Technology is available.	ThinkingStorm meets this requirement.

Section 1194.41 Information, Documentation and Support – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Alternate formats are available upon request at no additional charge.	ThinkingStorm meets this requirement.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Descriptions of accessibility features are available upon request at no additional charge.	ThinkingStorm meets this requirement.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Several types of support services are available to accommodate the needs of end-users with disabilities.	ThinkingStorm meets this requirement.