**EN 301 549 Accessibility Declaration of Conformance**

Date: 24 November 2016

Name of Product: Dynamics 365 (December 2016 Update 1)

Description of Product: Enterprise Business Application

Platform: Online and On-premises

Product Build: 8.2.0000.0720

Website: [Microsoft Accessibility](https://www.microsoft.com/accessibility/)

Contact for more information: [Enterprise Disability Answer Desk](https://support.microsoft.com/accessibility/enterprise-answer-desk)

For assistance with this report or finding one for another product, please [email us](mailto:edad@microsoft.com?subject=Microsoft%20EN%20301%20549%20report).

## Section 1 Scope

This [EN 301 549](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf) Product Accessibility Conformance [specifies the functional accessibility requirements](http://mandate376.standards.eu/standard/scope) applicable to Microsoft ICT products and services.

## Section 2 References

[EN 301 549 References](http://mandate376.standards.eu/standard/references)

## Section 3 Definitions and abbreviations

[EN 301 549 Definitions and abbreviations](http://mandate376.standards.eu/standard/definitions-and-abbreviations)

## Section 4 Functional Statements

[EN 301 549 Functional Statements](http://mandate376.standards.eu/standard/functional-statements)

[4.2.1 Usage without vision](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=22&functional_statements_submitted=true)

[4.2.2 Usage with limited vision](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=20&functional_statements_submitted=true)

[4.2.3 Usage without perception of colour](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=34&functional_statements_submitted=true)

[4.2.4 Usage without hearing](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=36&functional_statements_submitted=true)

[4.2.5 Usage with limited hearing](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=38&functional_statements_submitted=true)

[4.2.6 Usage without vocal capability](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=40&functional_statements_submitted=true)

[4.2.7 Usage with limited manipulation or strength](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=42&functional_statements_submitted=true)

[4.2.8 Usage with limited reach](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=44&functional_statements_submitted=true)

[4.2.9 Minimize photosensitive seizure triggers](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=46&functional_statements_submitted=true)

[4.2.10 Usage with limited cognition](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=48&functional_statements_submitted=true)

4.2.11 [Privacy](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf)

# Functional Accessibility Requirements

## Section 5 Generic Requirements

This section does not apply to Dynamics 365 (December 2016 Update 1).

## Section 6 ICT with two-way voice communication

This section does not apply to Dynamics 365 (December 2016 Update 1).

## Section 7 ICT with video capabilities

This section does not apply to Dynamics 365 (December 2016 Update 1).

## Section 8 Hardware

This section does not apply to Dynamics 365 (December 2016 Update 1).

## Section 9 Web

This section does not apply to Dynamics 365 (December 2016 Update 1).

## Section 10 Non-web documents

This section does not apply to Dynamics 365 (December 2016 Update 1).

## Section 11 Software

| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| --- | --- | --- |
| 11.2.1.1 Non-text content (screen reading supported) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the Success Criterion in Table 11.1: Non-text content:  All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below:  Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose.  Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content.  Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.  Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.  CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.  Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology. | Supported With Exceptions | - Product meets this requirement in most cases. There are a few exceptions, mainly in the following areas: Editors for Workflows, SLA and Email to Case Creation, and Routing Rules; Customer Insights; Microsoft Dynamics 365 for Outlook; Microsoft Dynamics 365 App for Outlook; Dynamics 365 Administration Center; Charts; Learning Path; document suggestions; interactive service hub; editable grids; field value and business recommendations; and integration with Power BI, Yammer, and Bing. - Alt+Text is provided in most cases except for a few dialogs, dashboards, and the Yammer widget. |
| 11.2.1.2 Audio-only and video-only (pre-recorded) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading and where pre-recorded auditory information is not needed to enable the use of closed functions of ICT, it shall satisfy the Success Criterion in Table 11.2: Audio-only and video-only (pre-recorded):  For pre-recorded audio-only and pre-recorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labelled as such:  Pre-recorded Audio-only: An alternative for time-based media is provided that presents equivalent information for pre-recorded audio-only content.  Pre-recorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for pre-recorded video-only content. | Not Applicable |  |
| 11.2.1.3 Captions (pre-recorded) Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.3: Captions (pre-recorded):  Captions are provided for all pre-recorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. | Not Applicable |  |
| 11.2.1.4 Audio description or media alternative (pre-recorded) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the Success Criterion in Table 11.4: Audio description or media alternative (pre-recorded:  An alternative for time-based media or audio description of the pre-recorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. | Not Applicable |  |
| 11.2.1.5 Captions (live) Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.5. Captions (live):  Captions are provided for all live audio content in synchronized media. | Not Applicable |  |
| 11.2.1.6 Audio description (pre-recorded) Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.6: Audio description (pre-recorded):  Audio description is provided for all pre-recorded video content in synchronized media. | Not Applicable |  |
| 11.2.1.7 Info and relationships Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the Success Criterion in Table 11.7: Info and relationships:  Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. | Supported |  |
| 11.2.1.8 Meaningful sequence Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the Success Criterion in Table 11.8: Meaningful sequence:  When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. | Supported |  |
| 11.2.1.9 Sensory characteristics Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.9: Sensory characteristics:  Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. | Supported |  |
| 11.2.1.10 Use of colour Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.10: Use of colour:  Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Supported With Exceptions | There are a few exceptions in the charts area. |
| 11.2.1.11 Audio control Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.11: Audio control:  If any audio in a software plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. | Not Applicable |  |
| 11.2.1.12 Contrast (minimum) Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.12: Contrast (minimum):  The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:  Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1.  Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.  Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. | Supported |  |
| 11.2.1.13 Resize text Where ICT is non-web software that provides a user interface and that supports access to enlargement features of platform or assistive technology, it shall satisfy the Success Criterion in Table 11.13: Resize text:  Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. | Supported With Exceptions | All UI and content support and use the accessibility user settings with some exceptions in the Zoom setting across all browsers. |
| 11.2.1.14 Images of text Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the Success Criterion in Table 11.14: Images of text:  If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:  Customizable: The image of text can be visually customized to the user’s requirements.  Essential: A particular presentation of text is essential to the information being conveyed. | Supported |  |
| 11.2.1.15 Keyboard Where ICT is non-web software that provides a user interface and that supports access to keyboards or a keyboard interface, it shall satisfy the Success Criterion in Table 11.1: Keyboard:  All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user’s movement and not just the endpoints. | Supported With Exceptions | Product meets this requirement in most cases. There are a few exceptions, mainly in the following areas: Editors for Workflows, SLA and Email to Case Creation, and Routing Rules; Customer Insights; Microsoft Dynamics 365 for Outlook; Microsoft Dynamics 365 App for Outlook; Dynamics 365 Administration Center; Charts; Learning Path; document suggestions; interactive service hub; editable grids; field value and business recommendations; and integration with Power BI, Yammer, and Bing. |
| 11.2.1.16 No keyboard trap Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.16: No keyboard trap:  If keyboard focus can be moved to a component of the software using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. | Supported |  |
| 11.2.1.17 Timing adjustable Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.17: Timing adjustable:  For each time limit that is set by the software, at least one of the following is true:  Turn off: The user is allowed to turn off the time limit before encountering it; or  Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or  Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, “press the space bar”), and the user is allowed to extend the time limit at least ten times; or  Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or  Essential Exception: The time limit is essential and extending it would invalidate the activity; or  20 Hour Exception: The time limit is longer than 20 hours. | Not Applicable |  |
| 11.2.1.18 Pause, stop, hide Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.18: Pause, stop, hide:  For moving, blinking, scrolling, or auto-updating information, all of the following are true:  Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and  Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. | Not Applicable |  |
| 11.2.1.19 Three flashes or below threshold Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.19: Three flashes or below threshold:  Software does not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. | Supported |  |
| 11.2.1.22 Focus order Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.22: Focus order:  If software can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. | Supported With Exceptions | There are some known issues with Tab order not behaving as expected on certain browsers, mainly in the following areas: Editors for Workflows, SLA and Email to Case Creation, and Routing Rules; Customer Insights; Microsoft Dynamics 365 for Outlook; Microsoft Dynamics 365 App for Outlook; Dynamics 365 Administration Center; Charts; Learning Path; document suggestions; interactive service hub; editable grids; field value and business recommendations; and integration with Power BI, Yammer, and Bing. |
| 11.2.1.23 Link purpose (in context) Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.23: Link purpose (in context):  The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. | Supported |  |
| 11.2.1.25 Headings and labels Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.25: Headings and labels:  Headings and labels describe topic or purpose. | Supported |  |
| 11.2.1.26 Focus visible Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in 11.26: Focus visible:  Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. | Supported With Exceptions | Product meets this requirement in most cases with a few exceptions. Keyboard focus not behaving as expected on certain browsers. There are a few exceptions, mainly in the following areas: Editors for Workflows, SLA and Email to Case Creation, and Routing Rules; Customer Insights; Microsoft Dynamics 365 for Outlook; Microsoft Dynamics 365 App for Outlook; Dynamics 365 Administration Center; Charts; Learning Path; document suggestions; interactive service hub; editable grids; field value and business recommendations; and integration with Power BI, Yammer, and Bing. |
| 11.2.1.27 Language of software Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the Success Criterion in Table 11.27: Language of software:  The default human language of software can be programmatically determined. | Supported With Exceptions | Product meets this requirement in most cases. There are a few exceptions, mainly in the following areas: Editors for Workflows, SLA and Email to Case Creation, and Routing Rules; Customer Insights; Microsoft Dynamics 365 for Outlook; Microsoft Dynamics 365 App for Outlook; Dynamics 365 Administration Center; Charts; Learning Path; document suggestions; interactive service hub; editable grids; field value and business recommendations; and integration with Power BI, Yammer, and Bing. |
| 11.2.1.29 On focus Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.29: On focus:  When any component receives focus, it does not initiate a change of context. | Supported |  |
| 11.2.1.30 On input Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.30: On input:  Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. | Supported |  |
| 11.2.1.33 Error identification Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the Success Criterion in Table 11.33: Error identification:  If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. | Supported |  |
| 11.2.1.34 Labels or instructions Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.34: Labels or instructions:  Labels or instructions are provided when content requires user input. | Supported |  |
| 11.2.1.35 Error suggestion Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.35: Error suggestion:  If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. | Supported |  |
| 11.2.1.36 Error prevention (legal, financial, data) Where ICT is non-web software that provides a user interface, it shall satisfy the Success Criterion in Table 11.36: Error prevention (legal, financial, data):  For software that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:  Reversible: Submissions are reversible.  Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.  Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. | Not Applicable |  |
| 11.2.1.37 Parsing Where ICT is non-web software that provides a user interface and that supports access to any assistive technologies, it shall satisfy the Success Criterion in Table 11.37: Parsing:  For software that uses markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. | Supported |  |
| 11.2.1.38 Name, role, value Where ICT is non-web software that provides a user interface and that supports access to any assistive technologies, it shall satisfy the Success Criterion in Table 11.38: Name, role, value:  For all user interface components (including but not limited to: form elements, links and components generated by scripts), 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. | Supported |  |
| 11.2.2.1 – 11.2.2.38 | Not Applicable | Closed Functionality |
| 11.3.2.1 Platform accessibility service support for software that provides a user interface Platform software shall provide a set of documented platform services that enable software that provides a user interface running on the platform software to interoperate with assistive technology.  Platform software should support requirements 11.3.2.5 to 11.3.2.17 except that, where a user interface concept that corresponds to one of the clauses 11.3.2.5 to 11.3.2.17 is not supported within the software environment, these requirements are not applicable. For example, selection attributes from 11.3.2.14 (Modification of focus and selection attributes) may not exist in environments that do not allow selection, which is most commonly associated with copy and paste. | Not Applicable |  |
| 11.3.2.2 Platform accessibility service support for assistive technologies Platform software shall provide a set of documented platform accessibility services that enable assistive technology to interoperate with software that provides a user interface running on the platform software.  Platform software should support the requirements of clauses 11.3.2.5 to 11.3.2.17 except that, where a user interface concept that corresponds to one of the clauses 11.3.2.5 to 11.3.2.17 is not supported within the software environment, these requirement are not applicable. | Not Applicable |  |
| 11.3.2.3 Use of accessibility services Where the software provides a user interface it shall use the applicable documented platform accessibility services. If the documented platform accessibility services do not allow the software to meet the applicable requirements of clauses 11.3.2.5 to 11.3.2.17, then software that provides a user interface shall use other documented services to interoperate with assistive technology. | Supported |  |
| 11.3.2.4 Assistive technology Where the ICT is assistive technology it shall use the documented platform accessibility services. | Not Applicable |  |
| 11.3.2.5 Object information Where the software provides a user interface it shall, by using the services as described in clause 11.3.2.3, make the user interface elements’ role, state(s), boundary, name, and description programmatically determinable by assistive technologies. | Supported |  |
| 11.3.2.6 Row, column, and headers Where the software provides a user interface it shall, by using the services as described in clause 11.3.2.3, make the row and column of each cell in a data table, including headers of the row and column if present, programmatically determinable by assistive technologies. | Supported |  |
| 11.3.2.7 Values Where the software provides a user interface, it shall, by using the services as described in clause 11.3.2.3, make the current value of a user interface element and any minimum or maximum values of the range, if the user interface element conveys information about a range of values, programmatically determinable by assistive technologies. | Supported |  |
| 11.3.2.8 Label relationships Where the software provides a user interface it shall expose the relationship that a user interface element has as a label for another element, or of being labelled by another element, using the services as described in clause 11.3.2.3, so that this information is programmatically determinable by assistive technologies. | Supported |  |
| 11.3.2.9 Parent-child relationships Where the software provides a user interface it shall, by using the services as described in clause 11.3.2.3, make the relationship between a user interface element and any parent or children elements programmatically determinable by assistive technologies. | Supported |  |
| 11.3.2.10 Text Where the software provides a user interface it shall, by using the services as described in clause 11.3.2.3, make the text contents, text attributes, and the boundary of text rendered to the screen programmatically determinable by assistive technologies. | Supported |  |
| 11.3.2.11 List of available actions Where the software provides a user interface it shall, by using the services as described in clause 11.3.2.3, make a list of available actions that can be executed on a user interface element, programmatically determinable by assistive technologies. | Supported |  |
| 11.3.2.12 Execution of available actions When permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.3.2.3, allow the programmatic execution of the actions exposed according to clause 11.3.2.11 by assistive technologies. | Supported |  |
| 11.3.2.13 Tracking of focus and selection attributes Where software provides a user interface it shall, by using the services as described in clause 11.3.2.3, make information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface elements programmatically determinable by assistive technologies. | Supported |  |
| 11.3.2.14 Modification of focus and selection attributes When permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.3.2.3, allow assistive technologies to programmatically modify focus, text insertion point, and selection attributes of user interface elements where the user can modify these items. | Supported |  |
| 11.3.2.15 Change notification Where software provides a user interface it shall, by using the services as described in 11.3.2.3, notify assistive technologies about changes in those programmatically determinable attributes of user interface elements that are referenced in requirements 11.3.2.5 to 11.3.2.11 and 11.3.2.13. | Supported |  |
| 11.3.2.16 Modifications of states and properties When permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.3.2.3, allow assistive technologies to programmatically modify states and properties of user interface elements, where the user can modify these items. | Supported |  |
| 11.3.2.17 Modifications of values and text When permitted by security requirements, software that provides a user interface shall, by using the services as described in 11.3.2.3, allow assistive technologies to modify values and text of user interface elements using the input methods of the platform, where a user can modify these items without the use of assistive technology. | Supported |  |
| 11.4.1 User control of accessibility features Where software is a platform it shall provide sufficient modes of operation for user control over those platform accessibility features documented as intended for users. | Supported |  |
| 11.4.2 No disruption of accessibility features Where software provides a user interface it shall not disrupt those documented accessibility features that are defined in platform documentation except when requested to do so by the user during the operation of the software. | Supported |  |
| 11.5 User preferences Where software provides a user interface it shall provide sufficient modes of operation that use user preferences for platform settings for colour, contrast, font type, font size, and focus cursor except for software that is designed to be isolated from its underlying platforms. | Supported |  |
| **11.6.2 Accessible content creation**  Authoring tools shall enable and guide the production of content that conforms to clauses 9 (Web content) or 10 (Non-Web content) as applicable. | Supported |  |
| **11.6.3 Preservation of accessibility information in transformations**  If the authoring tool provides restructuring transformations or re-coding transformations, then accessibility information shall be preserved in the output if equivalent mechanisms exist in the content technology of the output. | Supported |  |
| **11.6.4 Repair assistance**  If the accessibility checking functionality of an authoring tool can detect that content does not meet a requirement of clauses 9 (Web content) or 10 (Documents) as applicable, then the authoring tool shall provide repair suggestion(s). | Not Supported |  |
| **11.6.5 Templates**  When an authoring tool provides templates, at least one template that supports the creation of content that conforms to the requirements of clauses 9 (Web content) or 10 (Documents) as applicable shall be available and identified as such. | Supported |  |

## Section 12 Documentation and support services

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| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| 12.1.1 Accessibility and compatibility features Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT. | Supported |  |
| 12.1.2 Accessible documentation Product documentation provided with the ICT shall be made available in at least one of the following electronic formats:  a) a Web format that conforms to clause 9, or  b) a non-web format that conforms to clause 10. | Supported |  |
| 12.2.2 Information on accessibility and compatibility features ICT support services shall provide information on the accessibility and compatibility features that are included in the product documentation. | Supported |  |
| 12.2.3 Effective communication ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point. | Supported | [Disability Answer Desk](https://support.microsoft.com/answerdesk/accessibility) |
| 12.2.4 Accessible documentation Documentation provided by support services shall be made available in at least one of the following electronic formats:  a) a Web format that conforms to clause 9, or  b) a non-web format that conforms to clause 10. | Supported |  |

## Section 13 ICT providing relay or emergency service access

This section does not apply to Dynamics 365 (December 2016 Update 1).

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Please consult with Assistive Technology (AT) vendors for compatibility specifications of specific AT products.

This document is not the EN 301 549 v 1.1.2 (2015-04) standard and should not be used as a substitute for it.  Excerpts of EN 301 549 v 1.1.2 are referenced solely for purposes of detailing Microsoft’s conformance with the relevant provisions.  A full and complete copy of the EN 301 549 v 1.1.2 (2015-04) is available [in this PDF](http://www.etsi.org/standards-search" \t "_blank) from the European Telecommunications Standards Institute, Comité Européen de Normalisation, and Comité Européen de Normalisation Electrotechnique.

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