

# Authentic8 Accessibility Conformance Report

## Revised Section 508 Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version:** Silo

**Report Date:** May 25, 2021

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

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**Notes:** This report supersedes Authentic8's previously released Section 508 report that was based on VPAT Version 1.3.

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

### Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected</a>	(Yes)

Standard/Guideline	Included In Report
<a href="#">January 22, 2018</a>	

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supported:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supported with Exceptions:** Some functionality of the product does not meet the criterion.
- **Not Supported:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

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

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

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Notes: The scope of this report is applicable to Silo’s own usage and features (software), any applicability to the usage of Silo to browse the web (web), and any support documents that are made available to users through Authentic8’s support site (electronic docs).

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported with Exceptions</p>	<p><b>Electronic Docs:</b> Most Silo support documents that include non-text content provide sufficiently descriptive identification of any included non-text content; however, some non-text content is referenced without additional descriptive identification.</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Not Applicable <b>Electronic Docs:</b> Not Applicable</p>	
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Not Applicable <b>Electronic Docs:</b> Not Applicable</p>	
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Not Applicable <b>Electronic Docs:</b> Not Applicable</p>	
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Not Supported <b>Electronic Docs:</b> Supported with Exceptions</p>	<p><b>Software:</b> Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code that would otherwise allow for presentation to be programmatically determinable.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		<p><b>Electronic Docs:</b> Some Silo support documents do not apply sufficient info and relationship techniques, such as limited usage of landmark roles.</p>
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Not Supported <b>Electronic Docs:</b> Supported</p>	<p><b>Software:</b> Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code that would otherwise allow for presentation to be programmatically determinable.</p>
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported with Exceptions</p>	<p><b>Electronic Docs:</b> Some Silo support documents reference non-text content by way of their spatial location or orientation.</p>
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Not Applicable</p>	
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Not Applicable</p>	
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Not Applicable</p>	
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Not Supported <b>Electronic Docs:</b> Supported</p>	<p><b>Software:</b> Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code that would otherwise allow for lang attribute to be programmatically determinable.</p>
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	
<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to:</p>	<p><b>Web:</b> Supported <b>Software:</b> Supported</p>	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Electronic Docs:</b> Supported	
<b>3.3.2 Labels or Instructions</b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported	
<b>4.1.1 Parsing</b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Web:</b> Supported <b>Software:</b> Not Supported <b>Electronic Docs:</b> Supported	<b>Software:</b> Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code that would otherwise allow for user agents, including assistive technologies, to interpret and parse information presented as a component of the Silo software as a service.
<b>4.1.2 Name, Role, Value</b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Web:</b> Supported <b>Software:</b> Not Supported <b>Electronic Docs:</b> Supported with Exceptions.	<b>Software:</b> Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code that would otherwise allow for interface components to be programmatically determinable.  <b>Electronic Docs:</b> Some Silo support pages do not include sufficient area-label or aria-labelledby attributes.

## Table 2: Success Criteria, Level AA

Notes: The scope of this report is applicable to Silo’s own usage and features (software), any applicability to the usage of Silo to browse the web (web), and any support documents that are made available to users through Authentic8’s support site (electronic docs).

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Not Applicable <b>Electronic Docs:</b> Not Applicable</p>	
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Not Applicable <b>Electronic Docs:</b> Not Applicable</p>	
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Not Supported <b>Electronic Docs:</b> Supported</p>	<p><b>Software:</b> Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code that would otherwise allow for programmatic adjustment of the text displayed within the software features.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported with Exceptions <b>Electronic Docs:</b> Supported</p>	<p><b>Software:</b> Within the Silo Admin Console, some navigation elements (e.g., selected policy elements) do not sufficiently indicate focus in a visible manner when selected by way of the keyboard.</p>
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Not Supported <b>Electronic Docs:</b> Supported</p>	<p><b>Software:</b> Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code that would otherwise allow for lang attribute to be programmatically determinable.</p>
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Supported</p>	
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supported <b>Software:</b> Supported <b>Electronic Docs:</b> Not Applicable</p>	

# Revised Section 508 Report

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

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

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

## Chapter 4: [Hardware](#)

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

## Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supported with Exceptions	As a cloud-based browser, Silo does not support user accessibility settings that are applied to the endpoint; however, as a fully functional web browser users can interact with web-based accessibility resources.
502.2.2 No Disruption of Accessibility Features	Supported with Exceptions	As a cloud-based browser, Silo does not

Criteria	Conformance Level	Remarks and Explanations
		support user accessibility settings that are applied to the endpoint; however, as a fully functional web browser users can interact with web-based accessibility resources.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supported with Exceptions	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.2 Modification of Object Information	Supported with Exceptions	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.3 Row, Column, and Headers	Supported with Exceptions	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.4 Values	Supported with Exceptions	Because Silo provides an encrypted

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

Criteria	Conformance Level	Remarks and Explanations
502.3.8 Text	Supported with Exceptions	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.9 Modification of Text	Supported with Exceptions	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.10 List of Actions	Supported with Exceptions	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.11 Actions on Objects	Supported with Exceptions	Although the traffic stream delivered to the endpoint is encrypted, Silo supports all standard inputs (i.e., keyboard and mouse). Where feasible, assistive technology may be able to programmatically execute available actions on accessed web objects.
502.3.12 Focus Cursor	Supported with Exceptions	Because Silo provides an encrypted

Criteria	Conformance Level	Remarks and Explanations
		representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.13 Modification of Focus Cursor	Supported with Exceptions	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.3.14 Event Notification	Supported with Exceptions	Because Silo provides an encrypted representation of the web to the endpoint, it purposely does not support the raw delivery of the underlying html code associated with its software features. User can, however, interact with web resource objects by way of any web-based service that provides this functionality.
502.4 Platform Accessibility Features	Not Applicable	Silo is a Software as a Service (SaaS) cloud service offering.
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Silo is a cloud-based browser that is designed to be isolated from the endpoint.
503.3 Alternative User Interfaces	Not Applicable	
<b><i>503.4 User Controls for Captions and Audio Description</i></b>	Heading cell – no response required	Heading cell – no response required



Criteria	Conformance Level	Remarks and Explanations
503.4.1 Caption Controls	Supported	
503.4.2 Audio Description Controls	Not Applicable	
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

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

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supported with Exceptions	Electronic support documentation is located at <a href="https://support.authentic8.com">https://support.authentic8.com</a> , which includes support information on accessibility and compatibility features such as soft keyboard.  Because of Silo’s operation as a remotely located browser that only delivers an encrypted display of the web content, limited documentation exists in regard to accessibility features that rely on programmatic interaction directly between the endpoint and target resources being displayed.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>603 Support Services</u></a>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supported	Authentic8 support can answer questions about Silo related accessibility and compatibility. <a href="https://support.authentic8.com"><u>https://support.authentic8.com</u></a>
603.3 Accommodation of Communication Needs	Supported	Authentic8 support can answer questions about Silo related accessibility and compatibility. <a href="https://support.authentic8.com"><u>https://support.authentic8.com</u></a>

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