**EN 301 549 Accessibility Declaration of Conformance**

Date: 2 May 2017

Name of Product: Microsoft Windows 10 Creators Update (Client / PC)

Description of Product: Microsoft Windows 10 Creators Update is the latest version of the Windows 10 operating system for desktop and tablet devices. This conformance statement includes:

* Windows 10 Home
* Windows 10 Pro
* Windows 10 Pro in S Mode
* Windows 10 Enterprise
* Windows 10 Education

This includes components included with Windows 10 such as the Start menu, lock screen, utility applications, Movies & TV, Notifications & Actions, Microsoft Edge, Microsoft Store, and Settings.

* This conformance statement does not include certain pre-installed apps that are frequently updated outside of normal Windows Update channels (e.g., updateable apps via the Microsoft Store), such as Cortana, Outlook Email, Outlook Calendar, Microsoft Groove, and Skype, many of which maintain separate conformance statements that can be requested from eDAD or viewed at [EN 301 549 reports for Microsoft Products](https://enterprise.microsoft.com/en-us/articles/industries/government/en-301-549-reports-for-microsoft-products/).
* Windows 10 Mobile is covered in a separate conformance statement.
* For hardware devices that present the BitLocker PIN entry screen, there is no support for assistive technology as this operating system environment does not have the full operating system resources available (such as audio drivers) by design.
* The Windows 10 clean install and recovery screens do not support screen magnification solutions and Windows’ pre-installed screen reader, Narrator, requires a USB headset or speakers to hear the speech output.

Platform: Windows

Product Build: 1703

Product ID: 1703.15063

Website: [Microsoft Windows](http://windows.microsoft.com/)

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

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

For assistance with this report, 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)

# Functional Accessibility Requirements

## Section 5 Generic Requirements

| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| --- | --- | --- |
| 5.1.2.2 – 5.1.6.2 | Not Applicable | Closed Functionality |
| 5.2 Activation of accessibility features Where ICT has documented accessibility features, it shall be possible to activate those documented accessibility features that are required to meet a specific need without relying on a method that does not support that need. | Supported |  |
| 5.3 Biometrics Where ICT uses biological characteristics, it shall not rely on the use of a particular biological characteristic as the only means of user identification or for control of ICT. | Supported |  |
| 5.4 Preservation of accessibility information during conversion Where ICT converts information or communication it shall preserve all documented non-proprietary information that is provided for accessibility, to the extent that such information can be contained in or supported by the destination format. | Not Applicable |  |
| 5.5.1 Means of operation Where ICT has operable parts that require grasping, pinching, or twisting of the wrist to operate, an accessible alternative means of operation that does not require these actions shall be provided. | Not Applicable |  |
| 5.5.2 Operable parts discernibility Where ICT has operable parts, it shall provide a means to discern each operable part, without requiring vision and without performing the action associated with the operable part. | Not Applicable |  |
| 5.6.1 Tactile or auditory status Where ICT has a locking or toggle control and that control is visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be determined either through touch or sound without operating the control. | Not Applicable |  |
| 5.6.2 Visual status When ICT has a locking or toggle control and the control is non-visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be visually determined when the control is presented. | Not Applicable |  |
| 5.7 Key repeat Where ICT with key repeat is provided and the key repeat cannot be turned off:  a) the delay before the key repeat shall be adjustable to at least 2 seconds; and  b) the key repeat rate shall be adjustable down to one character per 2 seconds. | Supported |  |
| 5.8 Double-strike key acceptance Where a keyboard or keypad is provided, the delay after any keystroke, during which an additional key-press will not be accepted if it is identical to the previous keystroke, shall be adjustable up to at least 0,5 seconds. | Supported |  |
| 5.9 Simultaneous user actions Where ICT uses simultaneous user actions for its operation, such ICT shall provide at least one mode of operation that does not require simultaneous user actions to operate the ICT. | Supported |  |

## Section 6 ICT with two-way voice communication

| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| --- | --- | --- |
| 6.1 Audio bandwidth for speech (informative recommendation) Where ICT provides two-way voice communication, in order to provide good audio quality, that ICT should be able to encode and decode two-way voice communication with a frequency range with an upper limit of at least 7 000 Hz. | Supported |  |
| 6.2.1.1 RTT communication Where ICT supports two-way voice communication in a specified context of use, the ICT shall allow a user to communicate with another user by RTT. | Not Applicable |  |
| 6.2.1.2 Concurrent voice and text Where the ICT, or set of ICT, provided to a user, supports two-way voice communication and enables a user to communicate with another user by RTT, it shall provide a mechanism to select a mode of operation allowing concurrent voice and text. | Not Applicable |  |
| 6.2.2.1 Visually distinguishable display Where ICT has RTT send and receive capabilities, displayed sent text shall be visually differentiated from and separated from received text. | Not Applicable |  |
| 6.2.2.2 Programmatically determinable send and receive direction Where ICT has RTT send and receive capabilities, the send/receive direction of transmitted text shall be programmatically determinable, unless the RTT has closed functionality. | Not Applicable |  |
| 6.2.3 Interoperability Where ICT with RTT functionality interoperates with other ICT with RTT functionality (as required by 6.2.1.1) they shall support at least one of the four RTT interoperability mechanisms described below:  a) ICT interoperating over the Public Switched Telephone Network (PSTN), with other ICT that directly connects to the PSTN as described in Recommendation ITU-T V.18 [i.23] or any of its annexes for text telephony signals at the PSTN interface;  b) ICT interoperating with other ICT using VOIP with Session Initiation Protocol (SIP) and using real-time text that conforms to RFC 4103;  c) ICT interoperating with other ICT using RTT that conforms with the IP Multimedia Sub-System (IMS) set of protocols specified in TS 126 114, TS 122 173 and TS 134 229;  d) ICT interoperating with other ICT using a relevant and applicable common specification for RTT exchange that is published and available. This common specification shall include a method for indicating loss or corruption of characters. | Not Applicable |  |
| 6.2.4 Real-time text responsiveness Where ICT utilises RTT input, that RTT input shall be transmitted to the ICT network supporting RTT within 1 second of the input entry. | Not Applicable |  |
| 6.3 Caller ID Where ICT provides caller identification and similar telecommunications functions are provided, the caller identification and similar telecommunications functions shall be available in text form and in at least one other modality. | Not Applicable |  |
| 6.4 Alternatives to voice-based services Where ICT provides real-time voice-based communication and also provides voice mail, auto-attendant, or interactive voice response facilities, the ICT should offer users a means to access the information and carry out the tasks provided by the ICT without the use of hearing or speech. | Not Applicable |  |
| 6.5.2 Resolution Where ICT that provides two-way voice communication includes real time video functionality, the ICT:  a) shall support at least QCIF resolution;  b) should preferably support at least CIF resolution. | Supported |  |
| 6.5.3 Frame rate Where ICT that provides two-way voice communication includes real-time video functionality, the ICT:  a) shall support a frame rate of at least 12 frames per second (FPS);  b) should preferably support a frame rate of at least 20 frames per second (FPS) with or without sign language in the video stream. | Supported |  |
| 6.5.4 Synchronization between audio and video Where ICT that provides two-way voice communication includes real-time video functionality, the ICT should ensure a maximum time difference of 100 ms between the speech and video presented to the user. | Supported |  |
| 6.6 Alternatives to video-based services Where ICT provides real-time video-based communication and also provides answering machine, auto attendant or interactive response facilities, the ICT should offer users a means to access the information and carry out the tasks related to these facilities:  a) for audible information, without the use of hearing;  b) for spoken commands, without the use of speech;  c) for visual information, without the use of vision. | Not Applicable |  |

## Section 7 ICT with video capabilities

| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| --- | --- | --- |
| 7.1.1 Captioning playback Where ICT displays video with synchronized audio, it shall have a mode of operation to display the available captions. Where closed captions are provided as part of the content, the ICT shall allow the user to choose to display the captions. | Supported |  |
| 7.1.2 Captioning synchronisation Where ICT displays captions, the mechanism to display captions shall preserve synchronization between the audio and the corresponding captions. | Supported |  |
| 7.1.3 Preservation of captioning Where ICT transmits, converts or records video with synchronized audio, it shall preserve caption data such that it can be displayed in a manner consistent with clauses 7.1.1 and 7.1.2. Additional presentational aspects of the text such as screen position, text colours, text style and text fonts may convey meaning, based on regional conventions. Altering these presentational aspects could change the meaning and should be avoided wherever possible. | Supported |  |
| 7.2.1 Audio description playback Where ICT displays video with synchronized audio, it shall provide a mechanism to select and play available audio description to the default audio channel.  Where video technologies do not have explicit and separate mechanisms for audio description, an ICT is deemed to satisfy this requirement if the ICT enables the user to select and play several audio tracks. | Supported |  |
| 7.2.2 Audio description synchronisation Where ICT has a mechanism to play audio description, it shall preserve the synchronization between the audio/visual content and the corresponding audio description. | Supported |  |
| 7.2.3 Preservation of audio description Where ICT transmits, converts, or records video with synchronized audio, it shall preserve audio description data such that it can be played in a manner consistent with clauses 7.2.1 and 7.2.2. | Supported |  |
| 7.3 User controls for captions and audio description Where ICT primarily displays materials containing video with associated audio content, user controls to activate subtitling and audio description shall be provided to the user at the same level of interaction (i.e. the number of steps to complete the task) as the primary media controls. | Supported |  |

## Section 8 Hardware

This section does not apply to Microsoft Windows 10 Creators Update (Client / PC).

## Section 9 Web

This section does not apply to Microsoft Windows 10 Creators Update (Client / PC).

## Section 10 Non-web documents

This section does not apply to Microsoft Windows 10 Creators Update (Client / PC).

## 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 |  | |
| 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 With Exceptions | Narrator forward navigation will traverse legacy Windows app message box dialogs in a backwards direction but tabbing & shift-tabbing will still work as expected.   Narrator item navigation will not reach the input switcher flyout in the user configuration setup wizard but can reach it if switching to use of the arrow keys when input switching button has been activated. | |
| 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 |  | |
| 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. | Supported |  | |
| 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 With Exceptions | In the Edge browser, there are a few places where the contrast ratio is lower than 4.5:1 for some text, including the link text on the InPrivate page when using dark theme, and “Should I trust this site?” links in light and dark theme. | |
| 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 | Text cannot be resized in the user configuration setup wizard. Instead, screen magnifier should be used in that UI to enlarge the text. | |
| 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 With Exceptions | In the Edge browser, there are a few places where the contrast ratio is lower than 4.5:1 for some text, including the link text on the InPrivate page when using dark theme, and “Should I trust this site?” links in light and dark theme. | |
| 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 | In Paint (MSPaint.exe), the toolbar's color presets and the zoom slider are not keyboard accessible. A work-around to choose a color is to use the Edit Colors dialog. For working around the zoom slider's keyboard inaccessibility, use Ctrl-Page Up/Down or the "Zoom in" and "Zoom out" buttons.  When getting directions in the Map application, the user is presented with a list of directions. The instructions in this list can only be reached by using keyboard by Shift+TAB. Tabbing forward will skip the list and the user must tab backward to move keyboard focus into the list of instructions. | |
| 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. | Supported |  | |
| 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. | Supported |  | |
| 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 |  | |
| 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 |  | |
| 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 |  | |
| 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. | Supported |  | |
| 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 With Exceptions | The Narrator user using touch gestures for navigation will be unable to access the jump-lists available on running or pinned applications showing in the taskbar. The keyboard will need to be used to access the jump-lists. | |
| 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 With Exceptions | The graphical representation of the disk partition information in the Disk Management MMC (Microsoft Management Console) snap-in is not fully accessible to the Narrator user. The table representation should be used instead.  The command console (cmd.exe) doesn't support Narrator for reading text. The user can access the command console with 3rd party screen readers.  In reading of editable tables in Edge web content, Narrator may not read out misspellings or, if the user edits a cell and then immediately reads out the cell value, they may hear the old value prior to trying again and hearing the corrected value during subsequent attempts.  In a few cases in the Region & Language and Accounts areas of Settings, the Narrator user will reach some controls which serve no purpose.  Narrator users navigating with text navigation commands to form controls used in applications like Word will only hear their text content rather than attributes of the form controls. This can be worked-around by using Narrator’s item navigation. | |
| 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. | Supported |  | |
| 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. | Supported |  | |
| 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. | See sections 11.3.2.5 through 11.3.2.17 |  | |
| 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 With Exceptions | In the Store app and other apps using certain combo box controls, the Narrator user will not be told of the expanded state of the control when activated. User intent and exploration can used to assess the expanded state and explore the combo box list items. | |
| 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 With Exceptions | Due to use of the Hands-Free Profile (HFP) over Bluetooth connections, the Narrator user using a Bluetooth headset may experience significant delay while interacting with Narrator and hearing narration. A wired headset or external speakers should be used instead.  Narrator cannot be launched to navigate to the advanced windows settings to boot to a disk or USB, or to restore from a system image. In addition, a portion of the advanced settings launches to the BIOS and firmware settings in which Windows is not running and consequently Narrator is not available in those areas.  In high contrast mode, links in PDFs shown in the Edge web browser appear as plain-text even though they still function as links, the icon for File Explorer running or pinned in the task bar will be hard to see, and WordPad has toolbar elements which are not high contrast or don’t follow the high contrast conventions shown in the high contrast theme preview settings. | |
| 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. | Not Applicable |  | |
| **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 Applicable |  | |
| **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. | Not Applicable |  | |

## Section 12 Documentation and support services

| **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 Microsoft Windows 10 Creators Update (Client / PC).

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Customization of the product voids this conformance statement from Microsoft. Customers may make independent conformance statements if they have conducted due diligence to meet all relevant requirements for their customization.

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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