

Voluntary Product Accessibility Template (VPAT)

Date:

Name of Product: NOVAtime software –Timehseet tracking

Contact for more Information: novatime.com

Refer to the [ITIC Best Practices](#) for filling out the following form.

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Section 1194.21 Software Applications and Operating Systems

* Refer to (<http://www.access-board.gov/sec508/guide/1194.21.htm>) for details on the guidelines listed below.

Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports with Exceptions	NOVAtime 5000 will be able to support this requirement in a simplified Employee Web Service(EWS) page designed to run with just keyboard functionality, with all functionality discernable textually. NOVAtime will work closely with CSU to identify specific functionality requirements for the Supervisor(SWS) Web Service, to ensure full accessibility for all current and future employees.

<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Supports</p>	<p>NOVAtime 5000 is a web-based application, and will not passively disrupt or actively disable features of other products that are identified as accessibility features.</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supports with Exceptions</p>	<p>NOVAtime 5000 is able to support this requirement within the Employee Portal, the Employee Web Service(EWS) page. NOVAtime will work closely with CSU to identify specific functionality requirements for the Supervisor(SWS) Web Service, to ensure full accessibility for all current and future employees.</p>

(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports with Exceptions	NOVAtime 5000 is able to support this requirement within the Employee Portal, the Employee Web Service(EWS) page. Sufficient information about the user interface element, including the identity, operation, and state of the element is available to AT such as screen readers. NOVAtime will work closely with CSU to identify specific functionality requirements for the Supervisor(SWS) Web Service, to ensure full accessibility for all current and future employees.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supported	Yes, NOVAtime ensures that all bitmap images which are used to identify controls, status indicators, and other elements have a consistent meaning throughout the NOVAtime 5000 program.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supported	NOVAtime 5000 ensures that all Textual information is provided through operating system functions for displaying text. Text content, text input caret location, and text attributes are all available.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported	Yes, NOVAtime 5000 is web-based and will not override any user selected contrast and/or color selections, or other display attributes.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	N/A	NOVAtime 5000 does not use any animations in its regular functions.

(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supported	NOVAtime 5000 never uses color coding as the only means of conveying information indicating an action, prompting a response, or distinguishing visual elements.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	N/A	NOVAtime does not provide for any adjustment of color or contrast.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supported	Yes, NOVAtime 5000 does not utilize flashing or blinking frequencies greater than 2Hz and lower than 55Hz.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supported with Exceptions	For filling out time off requests in the Employee Portal, the Employee Web Service (EWS), NOVAtime 5000 supports the use of Assistive Technology. Forms in other sections of the program, such as FMLA forms, are not currently compliant. NOVAtime expects to achieve full compliance by the end of 2017.

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Section 1194.22 Web-based Internet information and applications

* Refer to (<http://www.access-board.gov/sec508/guide/1194.22.htm>) for details on the guidelines listed below.

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supported with Exceptions	NOVAtime 5000 supports this requirement in the Employee Web Service(EWS) page. All non-text elements have a text equivalent. NOVAtime will work closely with CSU to identify specific functionality requirements for the Supervisor(SWS) Web Service, to ensure full accessibility for all current and future employees.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	N/A	NOVAtime 5000 does not use any multimedia presentations within its product.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supported with Exceptions	NOVAtime 5000 will be able to support this requirement in a simplified Employee Web Service(EWS) page that will be available Q2, 2017, NOVAtime will work closely with CSU to identify specific functionality requirements for the Supervisor(EWS) Web Service, to ensure full accessibility for all current and future

		employees.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported	Yes, wherever there are documents in NOVAtime 5000, they are simple and intuitive, not requiring a style sheet in order to understand and navigate.
(e) Redundant text links shall be provided for each active region of a server-side image map.	N/A	NOVAtime 5000 does not use image maps in its program.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	N/A	NOVAtime 5000 does not use image maps in its program.
(g) Row and column headers shall be identified for data tables.	Supported	Yes, NOVAtime 5000 identifies row and column headers in data tables.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supported with Exceptions	NOVAtime 5000 supports this ability within the Employee Portal, the Employee Web Service (EWS). Within this area, markup is used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers. NOVAtime will work closely with CSU in order to ensure that this functionality is present in the Supervisor Web Service (SWS) as required.

(i) Frames shall be titled with text that facilitates frame identification and navigation	Supported	Yes, NOVAtime 5000 titles its frames with text that facilitates frame identification and navigation.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported	Yes, pages have been designed in order to prevent screen flicker with a frequency greater than 2 Hz and lower than 55 Hz.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Does not support	NOVAtime 5000 does not currently support this requirement. NOVAtime's most used program area, the Employee Web Service, is full compliant otherwise. NOVAtime aims to make the other areas of the program fully compliant by the end of 2017. If CSU requires certain pages to have text only versions, NOVAtime will work with CSU in order to meet this required functionality.

<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p>Supported with Exceptions</p>	<p>NOVAtime supports this requirement within the Employee Web Service (EWS). All content within this area, that is displayed using scripting languages also have text equivalents that can be read by AT such as screen readers. NOVAtime is working towards applying this requirement to all other sections of the program. If accessibility is required for any CSU current and future employees, NOVAtime will work with CSU to achieve the desired accessibility.</p>
<p>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).</p>	<p>N/A</p>	<p>NOVAtime does not require any third-party applets, plug-ins, or other applications.</p>

(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supported with Exceptions	For all forms within the EWS, NOVAtime supports the use of Assistive Technology, including access to the information, field elements, and all functionality required to complete the forms. For other areas of the program, such as FMLA, NOVAtime is working to provide this level of accessibility, and expects to achieve it by the end of 2017.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supported	NOVAtime is simply laid out, requiring a minimum of navigation links, with a central control bar that allows
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	N/A	NOVAtime does not require timed responses anywhere in the program.

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

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Section 1194.23 Telecommunications Products

* Refer to (<http://www.access-board.gov/sec508/guide/1194.23.htm>) for details on the guidelines listed below.

Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	N/A	NOVAtime does not require any telecommunications products. While NOVAtime does offer the extra option of using IVR for time entry, it is not required. If a mobile option is required for individuals that IVR is inaccessible for, a mobile time clock may be provided, allowing for time entry using a visual method.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	N/A	NOVAtime does not require any telecommunications products. While NOVAtime does offer the extra option of using IVR for time entry, it is not required. If a mobile option is required for individuals that IVR is inaccessible for, a mobile time clock may be provided, allowing for time entry using a visual method.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	N/A	NOVAtime does not require any telecommunications products. While NOVAtime does offer the extra option of using IVR for time entry, it is not required. If a mobile option is required for individuals that IVR is inaccessible for, a mobile time clock may be provided, allowing for time entry using a visual method.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	N/A	NOVAtime does not require any telecommunications products. While NOVAtime does offer the extra option of using IVR for time entry, it is not required. If a mobile option is required for individuals that IVR is inaccessible for, a mobile time clock may be provided, allowing for time entry using a visual method.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	N/A	NOVAtime does not require any telecommunications products. While NOVAtime does offer the extra option of using IVR for time entry, it is not

		required. If a mobile option is required for individuals that IVR is inaccessible for, a mobile time clock may be provided, allowing for time entry using a visual method.
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	N/A	While NOVAtime does not provide the hardware needed for IVR, NOVAtime's IVR system is compatible with equipment that has adjustable gain up to a minimum of 20 db with at least one intermediate step of 12 dB of gain.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	N/A	While NOVAtime does not provide the hardware needed for IVR, NOVAtime's IVR system is compatible with equipment that does reset its volume to default level after every use.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	N/A	While NOVAtime does not provide the hardware needed for IVR, NOVAtime's IVR system is compatible with a device that has the means for effective magnetic wireless coupling to hearing technologies.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	N/A	While NOVAtime does not provide the hardware needed to utilize IVR, if CSU decides to utilize IVR, NOVAtime would assist them in finding devices which have the lowest possible level of interference for hearing technologies.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	N/A	NOVAtime will ensure that in the case when information is conducted, it is transmitted in a manner that maintains any accessibility information. This includes ensuring that any encoding, signal compression, format transformation, or other manipulative technique will not remove information needed for access.
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	N/A	While NOVAtime does not provide the hardware for IVR, NOVAtime's IVR service is compatible with any phone which have controls or keys that are tactilely discernable.

(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	N/A	All NOVAtime hardware complies with this requirement.
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	N/A	Yes, if CSU chooses to utilize IVR, NOVAtime will assist CSU in selecting hardware that may be configured so that the key repeat rate is the desired minimum 2 second parameter.
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	N/A	NOVAtime hardware does not currently use any locking or toggle controls or keys. In the case that future products do have these features, NOVAtime will ensure that the different key positions

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Section 1194.24 Video and Multi-media Products		
* Refer to (http://www.access-board.gov/sec508/guide/1194.24.htm) for details on the guidelines listed below.		
Criteria	Supporting Features	Remarks and explanations
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	N/A	No NOVAtime hardware has displays measuring at least 7.8 inches. If future NOVAtime products contain this feature, NOVAtime will ensure that they are equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.

(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	N/A	The NOVAtime system does not include television tuners or tuner cards for use with computers.
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Supported	Yes, all training and informational video and multimedia productions will be open or closed captioned.
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Supported	Yes, all training and informational videos in which visual information is important will be audio describe if required.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Supported	When added to training and informational videos, alternate text and/or audio descriptions will be permanent.

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Section 1194.25 Self-Contained, Closed Products		
* Refer to (http://www.access-board.gov/sec508/guide/1194.25.htm) for details on the guidelines listed below.		
Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Supported	NOVAtime does not require the use of self-contained, closed products. While some NOVAtime time clocks may be fit the definition of a self-contained, closed products, users who require the use of Assistive Technology may use any computer terminal with a web browser to access the system and perform all the functions of a time clock terminal.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supported	No NOVAtime time clock terminal requires a timed response.
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	N/A	NOVAtime does not utilize touchscreens at this time.
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also	Supported	Yes, while the NOVAtime system is able to require biometric authentication, this requirement may be configured on the user level, allowing specific users to bypass this

be provided.		requirement.
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Supported	Yes, NOVAtime time clock terminals that have an auditory output provide a standard signal level. However, the auditory signal provided by time clock terminals is not vital to their function. Auditory signals are used to indicate success/failure in entering a time entry, this information is also displayed visual on the time clock's screen.
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	N/A	NOVAtime does not offer any products that delivery voice output in public areas.
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supported	Yes, color coding is never the sole means of conveying information, indicating an action, prompting a response, or distinguishing a visual element within NOVAtime time clocks.
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Supported	Yes, NOVAtime time clock terminals supports this requirement.
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported	Yes, NOVAtime's time clock terminals avoid a flicker with a frequency greater than 2Hz and lower than 55 Hz.
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	Supported	Yes, NOVAtime time clocks are able to be positioned to comply with this requirement.
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54	Supported	Yes, NOVAtime time clocks are able to be positioned to comply with this requirement.

inches maximum and 15 inches minimum above the floor.		
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.	Supported	Yes, NOVAtime time clocks are able to be positioned to comply with this requirement.
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	Supported	Yes, NOVAtime time clocks are able to be positioned to comply with this requirement.

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Section 1194.26 Desktop and Portable Computers		
* Refer to (http://www.access-board.gov/sec508/guide/1194.26.htm) for details on the guidelines listed below.		
Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	N/A	NOVAtime does not provide desktop and/or portable computers, but will function with mechanically operated controls and keys that comply with §1194.23 (k) (1) through (4).
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	N/A	NOVAtime does not provide desktop and/or portable computers, but will function with a product that utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Supported	Yes, while the NOVAtime system is able to require biometric authentication, this requirement may be configured on the user level, allowing specific users to bypass this requirement.
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Supported	Yes, when provided, all expansion slots, ports, and connectors shall comply with publicly available industry standards.

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Section 1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supported with Exceptions	NOVAtime fully supports the use of assistive technology in order to provide a means for employees to access the Employee Portal (EWS) and complete all functions. NOVAtime is working to provide this level of accessibility for all other areas of the program, and expects to achieve this level of functionality by the end of 2017. If this functionality is required sooner, NOVAtime will work with CSU to achieve the level of accessibility required.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supported with Exceptions	NOVAtime fully supports the use of assistive technology in order to provide a means for employees to access the Employee Portal (EWS) and complete all functions. NOVAtime is working to provide this level of accessibility for all other areas of the program, and expects to achieve this level of functionality by the end of 2017. If this functionality is required sooner, NOVAtime will work with CSU to achieve the level of accessibility required.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supported	Yes, NOVAtime's standard mode of operation and information retrieval do not require user hearing.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supported	The only function where audio information is an important part of the product is the sounds generated by the time clock terminals to indicate a successful/unsuccessful time entry. However, the success/failure of a time entry may also be checked by viewing the screen on the time clock terminal.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supported	Yes, all functions of NOVAtime 5000 may be performed without user speech input.

(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supported with Exceptions	NOVAtime 5000 does not provide any means to operate its web-based program inherently, but the Employee portion of the program is compliant and able to be used with AT to provide access to users with limited reach, strength, or fine motor control. All other areas of the system are expected to be fully compliant by the end of 2017.
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Section 1194.41 Information, documentation, and support		
Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supported	Yes, NOVAtime is willing to provide support documentation to end-users in any form requested at no additional charge. In the past, NOVAtime has accommodated customers by creating video tutorials and graphical instructions.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supported	Yes, NOVAtime shall provide access to a description of accessibility and compatibility features of products in alternate formats or methods upon request at no extra charge.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Yes, NOVAtime will ensure that all users receive support in a medium that addresses any special needs to accommodate a disability. NOVAtime is able to offer support via phone, web-based messaging, email, and in certain cases, on-site assistance.

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