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| **Date:** | October 16, 2009 |
| **Name of Product:** | Microsoft Dynamics® CRM 4.0 and Mobile Express for Microsoft Dynamics CRM |
| **Contact for more Information:** | <http://www.microsoft.com/dynamics/crm> or <http://www.microsoft.com/enable> |

**Summary Table**

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| Section 1194.21 Software Applications and Operating Systems | Level of support varies by individual requirement. | Please refer to the attached VPAT. |
| Section 1194.22 Web-based internet information and applications | Generally supported. | Please refer to the attached VPAT |
| Section 1194.23 Telecommunications Products | Not Applicable | Microsoft Dynamics® CRM 4.0 is not considered a telecommunications product. |
| Section 1194.24 Video and Multi-media Products | Not Applicable | Microsoft Dynamics CRM 4.0 is not a video or multimedia product. |
| Section 1194.25 Self-Contained, Closed Products | Not Applicable | Microsoft Dynamics CRM 4.0 is not a self-contained product. |
| Section 1194.26 Desktop and Portable Computers | Not Applicable | Microsoft Dynamics CRM 4.0 is software as defined under section 1194.21 |
| Section 1194.31 Functional Performance Criteria | Level of support varies by individual requirement  . | Please refer to the attached VPAT |
| Section 1194.41 (a) Information, Documentation and Support | Supported. | Please refer to the attached VPAT |

**Section 1194.21 Software Applications and Operating Systems - Detail   
Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually. | **Supported with minor exceptions:**  Microsoft Dynamics CRM 4.0 supports Microsoft Windows accessibility features including StickyKeys, FilterKeys, MouseKeys, SerialKeys, and ToggleKeys.  Keyboard access is provided in a number of areas throughout Microsoft Dynamics CRM 4.0. Keyboard shortcuts, shortcut keys, and menu commands are available in Microsoft Dynamics CRM 4.0.  Microsoft Dynamics CRM 4.0 Help functionality includes an accessible reference guide for keyboard accessibility. | In Microsoft Dynamics CRM 4.0, keyboard navigation is supported throughout the product with the exception of some functionality within Workflow rule editing. |
| (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. | **Supported:**  Microsoft Dynamics CRM 4.0  **Supported with Minor Exceptions:**  Mobile Express for Microsoft Dynamics CRM | Mobile Express **–** Some user interface elements in the administration console for the mobile client do not properly show selection when in high contrast mode. |
| (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. | **Supported:**  Microsoft Dynamics CRM 4.0  **Supported with Minor Exceptions:**  Microsoft Dynamics CRM Online | Microsoft Dynamics CRM Online provides visual indication of current focusis throughout the product with the exception for some charts on the homepage |
| (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. | **Supported with exceptions:**  Microsoft Dynamics CRM 4.0  **Supported:**  Mobile Express for Microsoft Dynamics CRM | Microsoft Dynamics CRM 4.0 user interface elements are consistently exposed programmatically with the exception of:   1. Column headings are only exposed in the column heading row in list view. 2. Advanced Find controls are not programmatically exposed. 3. Selected state of activity type radio buttons not programmatically indicated in Quick Campaign Wizard. |
| (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:** |  |
| (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:** |  |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | **Supported:** | IE zoom functionalty should be used instead of IE font size settings. |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user. | **Not Applicable:** |  |
| (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:**  Microsoft Dynamics CRM 4.0 does not use color as the only means of conveying information. |  |
| (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. | **Not Applicable:** |  |
| (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:** |  |
| (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 minor exceptions:** | Microsoft Dynamics CRM 4.0 allows people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of forms.  The Microsoft Dynamics CRM 4.0 application uses forms which may have compatibility issues with some screen readers, particularly under specific screen reader settings (forms mode and virtual PC cursor). Changing settings within a specific screen reader will resolve these issues. |

**Section 1194.22 Web-based Internet information and applications - Detail**

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| (a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content). | **Supported:** |  |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | **Not Supported:**Microsoft Dynamics CRM Online | Microsoft Dynamics CRM Online has Help videos provide alternative text which is not synchronized with the presentation |
| (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:** | Microsoft Dynamics CRM 4.0 web pages are designed so that information conveyed with color is also available without color. |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet. | **Not Applicable:** |  |
| (e) Redundant text links shall be provided for each active region of a server-side image map. | **Not Applicable:** |  |
| (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. | **Not Applicable:** |  |
| (g) Row and column headers shall be identified for data tables. | **Supported:** |  |
| (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:** |  |
| (i) Frames shall be titled with text that facilitates frame identification and navigation | **Supported:** | Microsoft Dynamics CRM 4.0 frames are titled 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:** |  |
| (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. | **Supported:** |  |
| (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. | **Supported:** |  |
| (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). | **Not Applicable:** |  |
| (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 minor exceptions:** | Microsoft Dynamics CRM 4.0 allows people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of forms.  The Microsoft Dynamics CRM 4.0 application uses forms which may have compatibility issues with some screen readers, particularly under specific screen reader settings (forms mode and virtual PC cursor). Changing settings within a specific screen reader will likely resolve these issues. |
| (o) A method shall be provided that permits users to skip repetitive navigation links. | **Not Applicable:** |  |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | **Not Applicable:** |  |

**Section 1194.31 Functional Performance Criteria - Detail   
Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided. | **Supported with minor exceptions:** | Microsoft Dynamics CRM 4.0 supports technologies that make computer programs more accessible to people who use Assistive Technology including the use of screen readers to access user interface information.  Exceptions in Microsoft Dynamics CRM 4.0 include conflicts between keyboard navigation and some screen readers as well as related accessibility issues described in other sections of this document.  Users of Assistive Technology should contact their Assistive Technology vendor to assess the compatibility of their product with Microsoft products and to learn how to adjust their settings to optimize interoperability. \* |
| (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:** | Microsoft Dynamics CRM 4.0 partially supports the use of Assistive Technologies to access user interface information.  Exceptions noted in section 1194.21. |
| (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 | **Not Applicable:** |  |
| (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. | **Not Applicable:** |  |
| (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. | **Not Applicable:** |  |
| (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 minor exceptions:**  Microsoft Dynamics CRM 4.0 supports operating system tools such as StickyKeys and FilterKeys as well as some other Assistive Technologies such as those that are speech-based.  When the StickyKeys feature is on, the user can press a modifier key (SHIFT, CTRL, or ALT) and then another key in sequence rather than at the same time, to enter shifted (modified) characters and other key combinations. Pressing a modifier key once *latches* the key down until the user presses a non-modifier key or clicks a mouse button. Pressing a modifier key twice *locks* the key until the user presses the key a third time.  The FilterKeys accessibility feature allows the user to set the keyboard repeat rate, acceptance delay and bounce rate. | Microsoft Dynamics CRM 4.0 supports operating system tools such as StickyKeys and FilterKeys.  Microsoft Dynamics CRM provides full keyboard navigation support except as noted in section 1194.21.  In addition, while Microsoft Dynamics CRM 4.0 supports speech-based assistive aids, there are two exceptions when such aids fail to respond to speech commands while in the Notes field and Report Viewer Edit Boxes of the application. |

**Section 1194.41 Information, Documentation, and Support - Detail**

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| Section 1194.41 (a) Product Support Documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. | **Supported:** |  |
| Section 1194.41 (b) Accessibility and Compatibility Features. 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:** | Microsoft Dynamics CRM 4.0 product documentation has an accessibility section that contains sections specifically documenting keyboard equivalents and short cuts. |
| 1194.41 (c) Support Services for products shall accommodate the communication needs of end-users with disabilities. | **Supported:** | The Microsoft Dynamics CRM 4.0 Support Team is familiar with such features as keyboard access and other options important to people with disabilities.  For technical assistance and support for Microsoft Dynamics CRM 4.0, users can choose from various support plans, which are documented at [Microsoft Dynamics CRM support resources](http://www.microsoft.com/dynamics/crm/support/default.mspx)  The Microsoft Accessibility Web site at <http://www.microsoft.com/enable/> provides information about Assistive Technology for improving the lives of people with disabilities. The information on this site benefits people with disabilities and their friends and family members, people in outreach organizations, educators, and advocates. |

\*Note to AT Users: Upon the release of software upgrades, there is often a lag between the software release date and the time it takes for some Assistive Technology manufacturers to upgrade their software and device drivers to support these new releases. The manufacturer’s porting timeframe may be a factor in determining when you decide to upgrade to take advantage of new features in Microsoft Dynamics–CRM 4.0. Microsoft provides the software code within its products to make our products "ready" for the AT devices and works closely with major AT providers in an effort to decrease the time to market for new versions of AT products. We encourage both end users and purchasers of AT to contact their AT manufacturer to determine the current compatibility of their existing AT with Microsoft products.

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