

# MongoDB Accessibility Conformance Report Revised Section 508 Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version: MongoDB Database**

**Report Date: May 12, 2023**

**Product Description: Database**

**Contact Information:**

<https://www.mongodb.com/company/contact>

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines: 1

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)

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“Voluntary Product Accessibility Template” and “VPAT” are registered service marks  
of the Information Technology Industry Council (ITI)

<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)
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## Terms

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

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

## WCAG 2.0 Report

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

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

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

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><u>1.1.1 Non-text Content</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"><li>● 501 (Web)(Software)</li><li>● 504.2 (Authoring Tool)</li><li>● 602.3 (Support Docs)</li></ul>	Partially Supports	Our documentation complies to this criteria and can be found at <a href="https://docs.mongodb.com/manual/">https://docs.mongodb.com/manual/</a> .
<b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"><li>● 501 (Web)(Software)</li><li>● 504.2 (Authoring Tool)</li><li>● 602.3 (Support Docs)</li></ul>	Partially Supports	Our documentation complies to this criteria and can be found at <a href="https://docs.mongodb.com/manual/">https://docs.mongodb.com/manual/</a> .
<b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"><li>● 501 (Web)(Software)</li><li>● 504.2 (Authoring Tool)</li><li>● 602.3 (Support Docs)</li></ul>	Not Applicable	
<b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"><li>● 501 (Web)(Software)</li><li>● 504.2 (Authoring Tool)</li><li>● 602.3 (Support Docs)</li></ul>	Not Applicable	

<a href="#"><b>1.3.1 Info and Relationships</b></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	Not Applicable	
<ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul>		
<a href="#"><b>1.3.2 Meaningful Sequence</b></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#"><b>1.3.3 Sensory Characteristics</b></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#"><b>1.4.1 Use of Color</b></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	

<a href="#"><u>1.4.2 Audio Control</u></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#"><u>2.1.1 Keyboard</u></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	All functions can be executed from the keyboard.
<a href="#"><u>2.1.2 No Keyboard Trap</u></a> (Level A) Also applies to:	Not Applicable	
Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<a href="#"><u>2.2.1 Timing Adjustable</u></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	

<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software ●</li> <li>504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not Applicable	
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	Not Applicable	
<ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul>		

<a href="#"><b>2.4.3 Focus Order</b></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#"><b>2.4.4 Link Purpose (In Context)</b></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#"><b>3.1.1 Language of Page</b></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#"><b>3.2.1 On Focus</b></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Focus is exposed.
<a href="#"><b>3.2.2 On Input</b></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	

<a href="#"><u>3.3.1 Error Identification</u></a> (Level A) Also applies to:	Not Applicable	
Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<a href="#"><u>3.3.2 Labels or Instructions</u></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#"><u>4.1.1 Parsing</u></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#"><u>4.1.2 Name, Role, Value</u></a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	

## Table 2: Success Criteria, Level AA

Notes:



Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	Not Applicable	
<ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul>		
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#">1.4.4 Resize text</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	

<a href="#">1.4.5 Images of Text</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#">2.4.5 Multiple Ways</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software ●</li> <li>504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not Applicable	
<a href="#">2.4.6 Headings and Labels</a> (Level AA) Also applies to:	Not Applicable	
Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<a href="#">2.4.7 Focus Visible</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Focused is exposed.

<a href="#"><b>3.1.2 Language of Parts</b></a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#"><b>3.2.3 Consistent Navigation</b></a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software ●</li> <li>504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not Applicable	
<a href="#"><b>3.2.4 Consistent Identification</b></a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software ●</li> <li>504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not Applicable	
<a href="#"><b>3.3.3 Error Suggestion</b></a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	Partially Supports	Exposed via program commands.
<ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul>		

<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	
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**Table 3: Success Criteria, Level AAA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<a href="#">1.4.8 Visual Presentation</a> (Level AAA) Revised Section 508 – Does not apply	Does Not Support	

<b><u>1.4.9 Images of Text (No Exception)</u></b> (Level AAA) Revised Section 508 – Does not apply	Partially Supports	Our documentation complies to this criteria and can be found at <a href="https://docs.mongodb.com/manual/">https://docs.mongodb.com/manual/</a> .
<b><u>2.1.3 Keyboard (No Exception)</u></b> (Level AAA) Revised Section 508 – Does not apply	Partially Supports	
<b><u>2.2.3 No Timing</u></b> (Level AAA)	Not Applicable	

Revised Section 508 – Does not apply		
<b><u>2.2.4 Interruptions</u></b> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<b><u>2.2.5 Re-authenticating</u></b> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<b><u>2.3.2 Three Flashes</u></b> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<b><u>2.4.8 Location</u></b> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<b><u>2.4.9 Link Purpose (Link Only)</u></b> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<b><u>2.4.10 Section Headings</u></b> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<b><u>3.1.3 Unusual Words</u></b> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	

<a href="#">3.1.4 Abbreviations</a> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<a href="#">3.1.5 Reading Level</a> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<a href="#">3.1.6 Pronunciation</a> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<a href="#">3.2.5 Change on Request</a> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<a href="#">3.3.5 Help</a> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA) Revised Section 508 – Does not apply	Not Applicable	

## Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Functions can be executed through keyboard.
302.2 With Limited Vision	Partially Supports	Functions can be executed through keyboard.

302.3 Without Perception of Color	Partially Supports	Functions can be executed through keyboard.
302.4 Without Hearing	Not Applicable	
302.5 With Limited Hearing	Not Applicable	
302.6 Without Speech	Not Applicable	
302.7 With Limited Manipulation	Supports	Requires keyboard accessibility.
302.8 With Limited Reach and Strength	Supports	Requires keyboard accessibility
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Requires keyboard accessibility

## Chapter 4: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>402 Closed Functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	

402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
<b>403 Biometrics</b>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
<b>404 Preservation of Information Provided for Accessibility</b>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
<b>405 Privacy</b>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
<b>406 Standard Connections</b>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
<b>407 Operable Parts</b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required



407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	

407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
<b>408 Display Screens</b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
<b>409 Status Indicators</b>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
<b>410 Color Coding</b>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
<b>411 Audible Signals</b>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
<b>412 ICT with Two-Way Voice Communication</b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	

412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Not Applicable	
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
<b>413 Closed Caption Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required

413.1.1 Decoding and Display of Closed Captions	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
<b>414 Audio Description Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	

<b>415 User Controls for Captions and Audio Descriptions</b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Does not support	See information in WCAG 2.0 section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	

502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	

502.4 Platform Accessibility Features	Not Applicable	
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	

504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	Our documentation complies to this criteria and can be found at <a href="https://docs.mongodb.com/manual/">https://docs.mongodb.com/manual/</a> .
602.3 Electronic Support Documentation	Not Applicable	
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Partially Supports	MongoDB, Inc. customers primarily use Salesforce Service Cloud for communications with support. Salesforce Service Cloud delivers content via a web interface that is

		accessible to existing screen readers. Salesforce Service Cloud has a VPAT located at <a href="http://www.sfdcstatic.com/assets/pdf/misc/VPAT_servicecloud_summer2013.pdf">http://www.sfdcstatic.com/assets/pdf/misc/VPAT_servicecloud_summer2013.pdf</a> .
603.3 Accommodation of Communication Needs	Not Applicable	

## LEGAL DISCLAIMER:

This document reflects the current accessibility status as of the date of publication. While we strive to maintain accurate and up-to-date accessibility information, we cannot guarantee that the details in this report will remain valid beyond the publication date, as product updates and modifications are made over time to the subject product. This VPAT is provided “as-is” and for informational purposes only.