

# Tenable Accessibility Conformance Report

## VPAT® Version 2.4

**Product:** Nessus 10.x

**Description:** Nessus is deployed by millions of users worldwide to identify vulnerabilities, policy-violating configurations and malware that attackers use to penetrate your or your customer's network.

**Report Date:** January 2025

**Contact Information:** [compliance@tenable.com](mailto:compliance@tenable.com)

**Evaluation methods used:** Testing is based on general product knowledge along with manual testing using assistive technologies such as text to speech.

### Applicable Standards/Guidelines:

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A: Yes Level AA: Yes Level AAA: No
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A: Yes Level AA: Yes Level AAA: No
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	Yes

### 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.
- **Supports:** 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 and WCAG 2.1 Level AAA.

# WCAG 2.4 Report

**Table 1: Success Criteria, Level A**

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Does not support	Description and aria-* properties are widely available but have not yet been fully implemented. Future product releases will continue to expand on our focus and functionality with adaptive technologies, including but not limited to Assistive Technology.
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Does not support	The frontend does not provide name and for attributes for form inputs and labels.
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> </ul>	Does not support	There is no specific design structure for this sequence; it may be correct, but it should not be expected to be.

<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Does not support	Not all icons have any non-visual indication of current state or how to operate.
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports with exceptions	Text accompanies color coding for critical information such as rating levels. Color coding is used to aid in identifying some critical functions, but this is used as an enhancement and is not the only means to identify the information. However, some severity indicator dots are color only.
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Does not support	There are a number of functions the user cannot control with a keyboard alone, for example you cannot target or toggle alerts or user menu with just keyboard. What areas are controllable are not indicated to the user (no outlining or highlighting as tabbing through the menu etc).
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	If the user navigates to a particular form field via tabbing, the user can navigate away via tabbing as well. This is not a designed element, however, but a default behavior as provided by the user's browser.
<p><b>2.1.4 Character Key Shortcuts</b></p>	Does not support	<p>The application supports the following keyboard shortcuts:</p> <ul style="list-style-type: none"> <li>• 'u' =&gt; ('#/settings/users')</li> <li>• 'g' =&gt; ('#/settings/groups')</li> <li>• 'c' =&gt; ('#/settings/about')</li> <li>• 'm' =&gt; ('#/settings/my-account')</li> <li>•</li> </ul> <p>'s'=&gt;View.setRoute('#/sensors/agents')</p>

		<ul style="list-style-type: none"> <li>• 'p'=&gt; ('#/scans/policies')</li> <li>• '/'=&gt;('#sidenav-toggle').trigger('click')</li> </ul> <p>These shortcuts are unable to be mapped, toggled on or off, and are active all the time</p>
<p><b>2.2.1 Timing Adjustable</b> (Level A) 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>	Does not support	The user gets logged out when the session expires and there is no warning or option to extend the session.
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The application does make use of auto-updating pages and does not provide a way to pause or stop the auto-update; however, they are part of activities that are essential, such as providing a running scan status.
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not applicable	The product does not include the use of flashing or blinking text, objects or other elements.
<p><b>2.4.1 Bypass Blocks</b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports with Exceptions	The product does not use a repetitive navigation section. However, the file plan location is repeated on every page and this is a concatenation of clickable file plan locations (along the path through the file plan hierarchy). When using a tab key to select a link, this section will be selected as the final selection.
<p><b>2.4.2 Page Titled</b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Page titles are descriptive and are updated on navigation change.
<p><b>2.4.3 Focus Order</b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Supports with Exceptions	The majority of our content is accessible in a consistent order due to the default behavior provided by the user's browser. This is not intentionally enforced and there are

<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		exceptions; for example, you cannot tab through to different sections of the scan and policy editor.
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The purpose of links are understandable from their text or context.
<p><b><u>2.5.1 Pointer Gestures</u></b></p>	Does not support	Nessus does not utilize multipoint or path based gestures
<p><b><u>2.5.2 Pointer Cancellation</u></b></p>	Does not support	While Javascript has the ability to support these actions, Nessus does not explicitly override the default behaviors in these areas
<p><b><u>2.5.3 Label in Name</u></b></p>	Supports	We have labels that are generally associated within our text, but not identically associated.
<p><b><u>2.5.4 Motion Actuation</u></b></p>	Does not support	
<p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Does not support	The product does not have any i18n support and do not list what language is currently displayed for a programmatic determination.
<p><b><u>3.2.1 On Focus</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Does not Support	Per the section referenced here a change of context includes a change of the view port on focus change. Our forms will scroll the viewport if they extend outside of the current size.
<p><b><u>3.2.2 On Input</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Input changes do not affect context.
<p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p>	Supports with Exceptions	Errors are identified but the error message is sometimes generic.

<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The product provides labels or instructions when content requires user input.
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The product uses proper coding standards for tag closing and nesting.
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports with Exceptions	There is not a way to programmatically determine all of these attributes that is common to all user interface components. While there are some cases where there may be common attributes provided on individual or groups of components, it is not common across the entire application.

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.4 Captions (Live)</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not applicable	
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not applicable	

<a href="#"><b>1.3.4 Orientation</b></a>	Not applicable	Nessus specifically restricts certain screens to specific orientations for easier readability
<a href="#"><b>1.3.5 Identify Input Purpose</b></a>	Supports	
<a href="#"><b>1.4.3 Contrast (Minimum)</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>	Does not support	Not all large-scale text and/or images of large-scale text have a contrast ratio of at least 3:1.
<a href="#"><b>1.4.4 Resize text</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>	Does not support	Some user input elements disappear when the page is zoomed to 200%.
<a href="#"><b>1.4.5 Images of Text</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>	Supports	The application does not use images of text.
<a href="#"><b>1.4.10 Reflow</b></a>	Supports	
<a href="#"><b>1.4.11 Non-text Contrast</b></a>	Supports with exception	The only instances of less than three to 1 contrast ratios are utilized to provide additional context to the user (example: inactive sample or instructional text in search bar)
<a href="#"><b>1.4.12 Text Spacing</b></a>	Supports	
<a href="#"><b>1.4.13 Content on Hover or Focus</b></a>	Supports	
<a href="#"><b>2.4.5 Multiple Ways</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>	Supports with Exceptions	There is at least one page in the policy editor that requires a specific path to be taken through the UI. A URL cannot be added directly to reproduce this page.  In general, however, a unique URL can be entered to directly navigate to the application content.

<p><b>2.4.6 Headings and Labels</b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All form fields have labels or placeholder text that describes the purpose. All tables have descriptive headers.
<p><b>2.4.7 Focus Visible</b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports with Exceptions	Focus, as provided through the HTML5 user interface, is dependent on the browser used to render each web page in the application. Assistive Technology can be used with a supported web browser to track focus and focus changes; however, as you tab through the page, some items such as menus do not highlight.
<p><b>3.1.2 Language of Parts</b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not applicable	The product does not support changing the display language.
<p><b>3.2.3 Consistent Navigation</b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	The application’s navigation renders in the same order each time it is displayed.
<p><b>3.2.4 Consistent Identification</b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Components used for the same purpose are consistently identified in the application. Similar components that serve different functions are identified differently from each other.
<p><b>3.3.3 Error Suggestion</b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports with Exceptions	When a form is filled out in error the erroneous field will be highlighted in red. The feedback of what specifically relates to the error is not always clear.



<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Not applicable</p>	
<p><b><u>4.1.3 Status Messages</u></b></p>	<p>Does not suport</p>	<p>Any support for assistive technologies is provided by the operating system, not the application</p>

## Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not support	The product does not have screen reader support.
302.2 With Limited Vision	Does not support	The product does not have screen reader support.
302.3 Without Perception of Color	Supports	Text accompanies color coding for critical information such as rating levels. Color coding is used to aid in identifying some critical functions, but this is used as an enhancement and is not the only means to identify the information. However, some severity indicator dots are color only.
302.4 Without Hearing	Not Applicable	The product does not use an audible mode of operation.
302.5 With Limited Hearing	Not Applicable	The product does not use an audible mode of operation.
302.6 Without Speech	Not Applicable	The product does not use speech for input, control, or operation.
302.7 With Limited Manipulation	Supports	Only mouse and keyboard interaction is required. This interaction does not require simultaneous actions nor time sensitive interaction.
302.8 With Limited Reach and Strength	Supports	Only mouse and keyboard interaction is required. This interaction does not require simultaneous actions nor time sensitive interaction.
302.9 With Limited Language, Cognitive, and Learning Abilities	Does not support	The application does not include features that would assist those with limited language, cognitive, or learning abilities. There is

		documentation available as well as customer support.
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## Chapter 4: Hardware

Does not apply

## Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>		
502.2.1 User Control of Accessibility Features	Supports with Exceptions	The product is browser-based; therefore the browser that is used will determine how well the application interacts with other applications. Internet Explorer supports Windows Accessibility features and additional features that make Internet Explorer more accessible for people with disabilities. Firefox and Google Chrome also support features that make them more accessible for people with disabilities.
502.2.2 No Disruption of Accessibility Features	Does not support	The application does not intentionally disrupt any accessibility features; however, it is not intentionally designed to avoid disruption either.
<b>502.3 Accessibility Services</b>		
502.3.1 Object Information	Does not support	The application does not intentionally support programmatic determination of object information such as role.
502.3.2 Modification of Object Information	Supports with Exceptions	While not intentionally provided, browsers that support accessibility features that allow for programmatic modification of

		object information will work with the application.
502.3.3 Row, Column, and Headers	Supports	Column headers are present and allow for sorting when tables are used. Header cells and data cells are properly identified in markup.
502.3.4 Values	Supports with Exceptions	While not intentionally provided, browsers that support accessibility features that allow for programmatic retrieval of object values will work with the application.
502.3.5 Modification of Values	Supports with Exceptions	While not intentionally provided, browsers that support accessibility features that allow for programmatic modification of values will work with the application.
502.3.6 Label Relationships	Supports	Form fields are displayed in a logical tab order and all information necessary to properly complete the form is viewable on the page or within the structural markup.
502.3.7 Hierarchical Relationships	Does not support	Element and component role, label, association and relationship (parent/child) are not programmatically determinable.
502.3.8 Text	Supports with Exceptions	Textual information can be provided through operating system functions, but some limitations exist for displaying text as rendered by the application. This may depend on the browser that is used to access the product. Any ability found supported with this is purely incidental.
502.3.9 Modification of Text	Supports with Exceptions	While not intentionally provided, browsers that support accessibility features that allow

		for programmatic modification of text will work with the application.
502.3.10 List of Actions	Does not support	There is no common or application-wide way of programmatically determining a list of allowable actions.
502.3.11 Actions on Objects	Does not support	Not all objects can necessarily be acted on through assistive technologies.
502.3.12 Focus Cursor	Supports with Exceptions	Focus, as provided through the HTML5 user interface, is dependent on the browser used to render each web page in the application. Assistive Technology can be used with a supported web browser to track focus and focus changes.
502.3.13 Modification of Focus Cursor	Supports with Exceptions	While not intentionally provided, browsers that support accessibility features that allow for programmatic modification of the focus cursor will work with the application.
502.3.14 Event Notification	Does not support	The application does not provide event notification for consumption by assistive technology.
502.4 Platform Accessibility Features	Does not support	There is no in-application ability to manipulate or configure any of these factors.
<b>503 Applications</b>		
503.2 User Preferences	Not supported	The application does not provide these user preferences.
503.3 Alternative User Interfaces	Not supported	No alternative user interface is provided.
<b>503.4 User Controls for Captions and Audio Description</b>	Not applicable	Product does not use audio

<b>504 Authoring Tools</b>	Not applicable	Product is not an authoring tool.
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## Chapter 6: [Support Documentation and Services](#)

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>		
<b>602 Support Documentation</b>		
602.2 Accessibility and Compatibility Features	Supports	A description of accessibility and compatibility product features will be made available in PDF, Microsoft Word, HTML, or ASCII text format upon request, at no additional charge.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product support documentation is publicly provided in PDF format, and will be made available in Microsoft Word, HTML, or ASCII text format upon request, at no additional charge.
<b>603 Support Services</b>		
603.2 Information on Accessibility and Compatibility Features	Supports	Tenable provides several support service options for end-users with disabilities, including email, telephone, instant messaging, and a web-based ticketing system.
603.3 Accommodation of Communication Needs	Supports	Tenable provides several support service options for end-users with disabilities, including email, telephone, instant messaging, and a web-based ticketing system.

