



Digital Accessibility: It's All We Do

CSEP Accessibility Conformance Report

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CSEP Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: CSEP - Cloud Services Engagement Platform

Report Date: August 2020

Product Description: Cloud Services Engagement Platform in VMware provides cloud services common functionality in one place: Onboarding, IAM, Billing, Customer Support, Service Management.

Clarity Disclaimer: CSEP was built using Clarity 4.0.2 and Angular 10.1.1. Please refer to the Clarity VPAT and Google AngularJS for more accessibility details

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Evaluation Methods Used: Testing CSEP involved of manual testing on desktop platform. Level Access (Level) comprehensively tested a selection of screens representative of CSEP using, among other methodologies, the screen reader JAWS 2020, exclusive use of the

keyboard, and manual inspection of site code. These results reflect the accessibility of a sample set of pages from 29 workflows. The following workflows were evaluated:

- Login Page
- Create User
- Create User - Identity Verification
- Create User - Identity Verification - Side Navigation Template
- Header Template
- Sub-Header Template
- Side Navigation Template
- Landing Page
- Activate Users
- Add New Users
- My Account - Profile
- My Account - Security
- My Account - API Tokens
- View Support Requests
- Create Support Request
- Billing - Overview
- Billing - Manage Payment Method

- Billing- Promotional Credits
- Organization
- Onboarding
- Onboarding - Side Navigation Template

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(Yes)

Terms

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

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

- **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 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: CSEP includes textual descriptions for most non-text content, such as informational and functional images across the tested pages. Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • A few instances where hidden elements are rendered to assistive technology users on the Onboarding and Dashboard pages. • Missing alternative textual descriptions for several decorative, as well as non-decorative, SVG images on the Create User, Dashboard, My Account - Profile, Billing -Manage Payment Methods, and Organization pages. • A few instances where button labels are not descriptive on the Onboarding and header section of the Dashboard pages. • A few custom controls, like Accordions and List boxes, that are not implemented in a valid fashion on the Create User, Onboarding, and side navigation of the Dashboard pages.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) 	<p>Web: Not Applicable</p>	<p>Web: CSEP does not contain prerecorded audio-only or video-only content.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	Web: CSEP does not contain video content.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Not Applicable	Web: CSEP does not contain prerecorded audio or video content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: CSEP includes headings to convey information and relationships programmatically on most of the pages. Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> An instance of missing heading markup on the Login page. Many instances where heading markup is in an illogical order on the Create User, My Accounts, and Organization pages. An instance of unnecessary use of heading elements on the Dashboard page. Missing labels for a few form fields and controls on the Create User, Add New Users, and Organization pages.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<p>Web: In CSEP, the reading sequence can be correctly determined by the screen readers listed in the "Evaluation Methods Used".</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p>	Web: Supports	<p>Web: CSEP includes important instructions that do not rely solely on sensory characteristics for</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		operating and understanding the content.
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: In CSEP, color is not used as the sole means of conveying information on all pages.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) 	Web: Not Applicable	Web: CSEP does not include audio that plays automatically.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: In CSEP, most of the actionable elements receive focus and are actionable via the keyboard. Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • Tooltips that cannot be accessed with a keyboard on the Create User page. • Combo boxes where their list items cannot be accessed with a keyboard by a screen-reader user.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Supports	Web: In CSEP, the user's keyboard focus does not get trapped at any point on the pages.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: CSEP does not contain character key shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: CSEP does not have content that is time limited.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria	Web: Not Applicable	Web: CSEP does not include any content that requires users to trigger the pause, stop, or hide option.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	Web: CSEP does not contain flashing content.
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply 	Web: Supports	Web: CSEP provides a mechanism to bypass blocks of content that are repeated on multiple pages.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.2 Page Titled (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: CSEP includes descriptive and unique page titles for most pages.
<p>2.4.3 Focus Order (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Web: Supports	Web: In CSEP, focus order is meaningful.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: CSEP includes links that describe their purpose on all pages.
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: CSEP does not use pointer gestures.
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) 	Web: Supports	Web: CSEP does not require pointer cancellation incorporation as an up-event is used to trigger functionality.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: In CSEP, some form elements provide a valid label. Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • Accessible names of user interface controls, such as Phone Number, do not match their visual labels on the Create User page. • Labels are not provided for a multi-select combo box control on the Add New Users dialog?.
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: CSEP does not include functionality that requires device motion or user motion.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	Web: Supports	Web: In CSEP, a primary language is defined programmatically.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.2.1 On Focus (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: CSEP includes components that do not initiate a change of context when they receive focus.
<p>3.2.2 On Input (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) 	Web: Supports	Web: CSEP includes components that do not initiate a change of context when a user inputs data.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: In CSEP, error messages are identified for screen-reader users on all pages.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p>	Web: Partially Supports	Web: In CSEP, most of the form controls programmatically define their purpose. Examples of where this criterion is not fully supported include the following: <ul style="list-style-type: none"> • A few mandatory fields that are not indicated visually nor programmatically and lack instructional text on the Create User form.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: In CSEP, most of pages parse as per the HTML specification. Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> HTML form input fields are assigned attributes that specify the tab order of an element on the Create User form, which is not required.
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Not required 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: In CSEP, name, role, and state information for controls are defined programmatically on some pages. Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> An instance where the iframe title is missing. A few instances where button labels are not descriptive on the Onboarding and header section of Dashboard pages. A few custom controls, such as Accordions and List boxes, that are not implemented in a valid fashion on the Create User, Onboarding, and side navigation of Dashboard pages. Navigation links that are structured as in-page tabs on the sub-header section of the Dashboard, Active Users, My Account – Profile,

Criteria	Conformance Level	Remarks and Explanations
		<p>My Account – Security, and My Account -API Tokens pages.</p> <ul style="list-style-type: none"> • Many instances where ARIA roles, states, and properties are not valid or used inappropriately on HTML elements on the Create User, Active Users, My Account – Profile, My Account – Security, My Account -API Tokens, View Support Requests, Create Support Requests, Billing – Manage Payment Methods, Billing- Promotional Credits, Organization, and Onboarding pages.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p>	<p>Web: CSEP does not contain live audio content.</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p>	<p>Web: CSEP does not contain prerecorded audio content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: CSEP does not restrict its view and operation to a single display orientation for most of the pages. Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • There is some overlapping of content on the Create User page when viewed in portrait mode.
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: CSEP does contain common input fields that require autocomplete for most of the forms. Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • Several instances where forms do not programmatically define the purpose of input fields on the Create User, My Account-Profile and Create Support Request pages.
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: CSEP includes background/foreground color combinations with sufficient contrast for most of the text. Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • Many background/foreground color combinations with an insufficient contrast ratio. Text on the My Account – Profile, My Account – Security, My Account – API Tokens, Create Support Request, Billing – Overview, Create User – Identity Verification, and Billing –

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Promotional Credits pages.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Web: CSEP includes text that can be resized up to 200 percent without loss of content or functionality on most of the pages. Example of where this criterion is not fully supported include the following: <ul style="list-style-type: none"> • Tooltip content is not available when text is resized up to 200% on the Add New Users page.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: CSEP provides information using plain text rather than images of text.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Does Not Support</p>	<p>Web: CSEP includes content that fails to reflow appropriately on all pages.</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: CSEP provides sufficient color contrast for non-text content on a few pages. Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • Many instances of non-text content with insufficient color contrast. Some of the examples include the pencil icon button in dark mode, and the browser blue default visual focus outline in light and dark mode on interactive elements.
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	<p>Web: Partially Supports</p>	<p>Web: In CSEP, when text spacing styles are applied, content and functionality on some pages is available appropriately. Example of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • The verification code input field gets cut off when text spacing styles are applied on the Create User - Identity Verification page.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: CSEP includes content that becomes available on hover and on focus, that can be dismissed by users without losing their location, as well as content that is hoverable, focusable, and remains persistent until the user dismisses it on most of the pages. Examples of where this criterion is not fully supported include the following: <ul style="list-style-type: none"> • Tooltips on a couple of pages that appear on hover but do not allow the pointer to move to it without disappearing. Some of the examples include the Billing – Promotional Credits, Onboarding, and My Account – Security pages.
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: CSEP provides multiple ways for users to locate the required content.
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> Also applies to: EN 301 549 Criteria	Web: Partially Supports	Web: CSEP includes unique and descriptive button labels on most pages. Examples of where this criterion is not fully supported include the following:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • Several instances of identical and non-descriptive button labels on the My Account – Profile, Billing – Promotional Credit, and Add New Users pages.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: CSEP provides a visible indication of keyboard focus for interactive content.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply 	Web: Partially Supports	Web: CSEP does include content in a secondary language. Examples of where this criterion is not fully supported include the following: <ul style="list-style-type: none"> • Language is not set inline on the language selector dropdown text on the Login Page.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: CSEP provides a consistent navigation mechanism for all the pages.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p>	Web: Supports	Web: CSEP identifies elements consistently on all the pages.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: CSEP provides descriptive error messages for form fields.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: CSEP does not include forms that cause legal commitments or financial transactions.
<p>4.1.3 Status Messages (Level AA 2.1 only)</p>	Web: Partially Supports	Web: In CSEP, the status messages are being

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>announced for most of the pages. Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • There are several instances of a loading spinner that is not being announced for the screen-reader users on the Add New Users, Active Users, My Account – Profile, My Account – Security, My Account – API tokens, Create Support requests, and Billing- Overview pages.

Table 3: Success Criteria, Level AAA

Notes: AAA Criteria are not evaluated in this report.

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	CSEP features allow people with vision loss to use screen readers to interact with user interface elements. Some components misidentify component name, role, and state information, as disclosed in Table 1: 1.1.1, 1.3.1, 2.1.1, 2.5.3, 3.3.2, 4.1.1, 4.1.2, and Table 2: 2.4.6, 3.1.2, 4.1.3.
302.2 With Limited Vision	Partially Supports	CSEP features allow people with limited vision to access most of the interface elements. Some challenges may occur while accessing the application, as disclosed in Table 1: 1.1.1, 2.5.3, and Table 2: 1.4.3, 1.4.4, 1.4.10, 1.4.11, 1.4.12, 1.4.13.
302.3 Without Perception of Color	Supports	CSEP features allow people without the perception of color to access the content and functionality of the application.
302.4 Without Hearing	Supports	CSEP features allow people without hearing to access the application.
302.5 With Limited Hearing	Supports	CSEP features allow people with limited hearing to access the application.
302.6 Without Speech	Supports	CSEP features allow people without speech to access the application as

Criteria	Conformance Level	Remarks and Explanations
		controls do not require speech input.
302.7 With Limited Manipulation	Partially Supports	CSEP features can be operated by people with limited manipulation. A few challenges may occur while accessing the application, as disclosed in Table 1: 2.1.1, 2.5.3, 3.3.2, and Table 2: 1.3.4, 1.4.13.
302.8 With Limited Reach and Strength	Partially Supports	CSEP features can be operated by people with limited reach and strength. A few challenges may occur while accessing the application, as disclosed in Table 1: 2.1.1, 2.5.3, 3.3.2, and Table 2: 1.3.4, 1.4.13.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	CSEP features can be operated by people with limited language, cognitive, and learning abilities. A few challenges may occur while accessing the application, as disclosed in in Table 1: 2.5.3, 3.3.2, Table 2: 1.3.5, 1.4.12, 2.4.6, 4.1.3.

Chapter 4: [Hardware](#)

Notes: CSEP is not a Hardware, and thus all the requirements of this section are not applicable.

Chapter 5: [Software](#)

Notes: CSEP is not a Software, and thus all the requirements of this section are not applicable.

Chapter 6: [Support Documentation and Services](#)

Notes: Not Applicable.

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Notes:

Chapter 4: [Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	CSEP features allow people with vision loss to use screen readers to interact with user interface elements. Some components misidentify component name, role, and state information, as disclosed in Table 1: 1.1.1, 1.3.1, 2.1.1, 2.5.3, 3.3.2, 4.1.1, 4.1.2, and Table 2: 2.4.6, 3.1.2, 4.1.3.
4.2.2 Usage with limited vision	Partially Supports	CSEP features allow people with limited vision to access most of the interface elements. Some challenges may occur while accessing the application, as disclosed in Table 1: 1.1.1, 2.5.3, and Table 2: 1.4.3, 1.4.4, 1.4.10, 1.4.11, 1.4.12, 1.4.13.
4.2.3 Usage without perception of colour	Supports	CSEP features allow people without the perception of color to access the content and functionality of the application.
4.2.4 Usage without hearing	Supports	CSEP features allow people without hearing to access the application.
4.2.5 Usage with limited hearing	Supports	CSEP features allow people with limited hearing to access the application.

Criteria	Conformance Level	Remarks and Explanations
4.2.6 Usage with no or limited vocal capability	Supports	CSEP features allow people with no or limited vocal capabilities to access the application as controls do not require speech input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	CSEP features can be operated by people with limited manipulation or strength. A few challenges may occur while accessing the application, as disclosed in Table 1: 2.1.1, 2.5.3, 3.3.2, and Table 2: 1.3.4, 1.4.13.
4.2.8 Usage with limited reach	Partially Supports	CSEP features can be operated by people with limited reach. A few challenges may occur while accessing the application, as disclosed in Table 1: 2.1.1, 2.5.3, 3.3.2, and Table 2: 1.3.4, 1.4.13.
4.2.9 Minimize photosensitive seizure triggers	Supports	CSEP does not include any content that triggers photosensitive seizures in the application.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	CSEP features can be operated by people with limited language, cognitive, and learning abilities. A few challenges may occur while accessing the application, as disclosed in Table 1: 2.5.3, 3.3.2, Table 2: 1.3.5, 1.4.12, 2.4.6, 4.1.3.
4.2.11 Privacy	Supports	CSEP features respect the privacy of assistive technology users.

Chapter 5: [Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
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Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13.
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6.
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.3.4 Speech output user control	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.3.8 Masked entry	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.10 Non-interfering audio output	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.3.11 Private listening volume	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.3.12 Speaker volume	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.3.13 Volume reset	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.3.14 Spoken languages	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16.
5.1.6.2 Input focus	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to

Criteria	Conformance Level	Remarks and Explanations
		the closed functionality.
5.1.7 Access without speech	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.2 Activation of accessibility features	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.3 Biometrics	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.4 Preservation of accessibility information during conversion	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.5.2 Operable parts discernibility	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.6.2 Visual status	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.7 Key repeat	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.
5.8 Double-strike key acceptance	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to

Criteria	Conformance Level	Remarks and Explanations
		the closed functionality.
5.9 Simultaneous user actions	Not Applicable	CSEP supports standard assistive technology and is, therefore, not subject to the closed functionality.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable.

Chapter 7: ICT with Video Capabilities

Notes: Not Applicable.

Chapter 8: Hardware

Notes: Not Applicable.

Chapter 9: Web *(see [WCAG 2.x section](#))*

Notes: Not Applicable.

Chapter 10: Non-Web Software

Notes: Not Applicable.

Chapter 11: Software

Notes: Not Applicable.

Chapter 12: Documentation and Support Services

Notes: Not Applicable.

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Not Applicable.

Legal Disclaimer (Company)

This VPAT is for information purposes only. The information contained in this VPAT represents VMware's view regarding matters discussed herein as of the date of publication. Because of changing market conditions, this VPAT is not a commitment on the part of VMware, and VMware cannot guarantee the accuracy of any information presented after the date of publication. VMware makes no warranties, express or implied.

E202.2 Legacy ICT. Any component or portion of existing ICT that complies with an earlier standard issued pursuant to Section 508 of the Rehabilitation Act of 1973, as amended (as republished in Appendix D), and that has not been altered on or after January 18, 2018, shall not be required to be modified to conform to the Revised 508 Standards.

VMware defers to www.microsoft.com for Windows and Windows application VPATs.

VMware defers to Google for Chrome VPATs.

VMware defers third party applications and tools to the third-party supplier.