

VMWare Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: *VMware Cloud Service Platform (CSP), version 1.4 (August 2018)*

Product Description: *The VMware Cloud Services Platform is a web-based application that supports any number of VMware cloud services. When you sign up for VMware Cloud services, you access your services and manage all your users, organizations, and payment methods through this one intuitive platform. For more information, see the VMware product documentation at <https://docs.vmware.com> .*

Date: *July 2018*

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Note: *This VPAT covers the VMware Cloud Service Platform Console.*

Evaluation Methods Used: *Testing the CSP involved extensive use of leading assistive technology, such as screen readers (JAWS 2018), and speech recognition software, as well exclusive use of the keyboard. Native platform accessibility features were also used to assist with testing. These were supplemented with techniques, such as manual inspection of Accessibility API output.*

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(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.
- **Supports with Exceptions:** 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, and 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
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Does Not Support</p>	<p>Web: A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • Purely decorative SVG images are present on most pages without being hidden from assistive technology. • The image button for the Home page link does not have alternative text describing the purpose of the button.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: No prerecorded audio-only or prerecorded video-only media occurs on the site.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: No prerecorded audio-only or prerecorded video-only media occurs on the site.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports</p>	<p>Web: No prerecorded video-only media occurs on the site.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does Not Support	Web: A rating of Does Not Support has been given for the following reasons: <ul style="list-style-type: none"> Programmatic labels are missing for most inputs on the site, such as the First Name, Last Name, and Company fields in the "My Account" section. Implicit headings occur on several pages, such as on the Landing page. Headings have a jump in hierarchy on most pages.
<p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: A correct reading sequence can be programmatically determined on the site.
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: No content relies solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does Not Support	Web: A rating of Does Not Support has been given for the following reason: <ul style="list-style-type: none"> Some elements use color alone to indicate selection, such as the page tabs for the "My Account" section of the user profile page and "More Services" section on the landing page.
<p><u>1.4.2 Audio Control</u> (Level A)</p>	Web: Supports	Web: No audio occurs on the site.

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: 2017 Section 508</p> <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: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does Not Support	<p>Web: A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some elements are only actionable via the mouse, such as the Chat icon on the landing page. Other inactive elements, such as the main headings on most pages, also gain focus. • Several elements in the Add New Users modal are not in the tab order and can only be activated via mouse. • The sidebar modal menu for VMWare Cloud Services doesn't close when focus is moved from it. • The buttons for adjusting the column widths on pages with tables are not keyboard accessible. • Multi-select elements do not provide the proper keyboard input.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: No keyboard trap occurs within the site.
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: 2017 Section 508</p>	Web: Supports	Web: No time limit is present for components.

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>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: No blinking, scrolling, or auto-updating information occurs on the site.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: No flashing occurs on the site.
<p><u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: 2017 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: Does Not Support	Web: A rating of Does Not Support has been given for the following reasons: <ul style="list-style-type: none"> • The navigation header does not contain a means for skipping past repetitive links. • The iFrame on the Add Credit Card page element does not have a mechanism that allows an accessible name value to be calculated.
<p><u>2.4.2 Page Titled</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Most pages include a descriptive page title.
<p><u>2.4.3 Focus Order</u> (Level A) Also applies to: 2017 Section 508</p>	Web: Does Not Support	Web: A rating of Does Not Support has been given for the following reason:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • When some dropdown menus are activated, such as those in the navigation panel, the focus does not move to the first menu item. Additionally, focus is not moved back to the item that opened the menu, when the menu is closed.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: Most links on the site include meaningful text. However, a rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> • Several image link elements do not provide informative text, such as the VMware logo in the navigation header.
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The language of the page is set.
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: When any component receives focus, it does not initiate a change of context.
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: When errors occur, such as when entering credit card information, errors are identified as such.
<p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason: <ul style="list-style-type: none"> • Some form fields, such as on the My Account Profile page, use a red star to indicate that a value is required without providing a visual label for user input.
<p><u>4.1.1 Parsing</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does Not Support	Web: A rating of Does Not Support has been given for the following reasons: <ul style="list-style-type: none"> • The link for Understanding the TLS 1.2 Requirement, which is present on many pages, does not have a valid link in the <code>href</code> attribute. • Additionally, multiple pages have several elements with the same <code>id</code>.
<p><u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does Not Support	Web: A rating of Does Not Support has been given for the following reasons: <ul style="list-style-type: none"> • Most inputs across the site do not have appropriate labels, such as the First Name, Last Name, and Company fields in the "My Account" section on the user profile page. • A <code>role of tooltip</code> has been given to several label elements on the My Account page, preventing a proper <code>role</code>.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> A <code>title</code> is missing for the iFrame to add a Credit Card.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: No live audio or video media occurs on the site.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: No prerecorded video media occurs on the site.
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does Not Support	Web: Most pages have text that does not meet WCAG AA color contrast standards, such as for Cancel buttons, that occur across the site.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Web: Supports	Web: Text can be resized up to 200% without loss of content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.4.5 Images of Text</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Images of text are VMware logos which are exempt.
<p><u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: 2017 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: There are multiple ways to reach each page, except in cases where a page is the result of a series of steps.
<p><u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Headings and labels describe their topics.
<p><u>2.4.7 Focus Visible</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does Not Support	Web: A rating of Does Not Support has been given for the following reason: <ul style="list-style-type: none"> When navigating with the keyboard, there is no visual indication of focus on some actionable elements, such as the Reset button in the profile section of the "My Account" page and on the Help icon in the navigation header.
<p><u>3.1.2 Language of Parts</u> (Level AA) Also applies to: 2017 Section 508</p>	Web: Supports	Web: Language does not change inline on the site.

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>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: 2017 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: Navigation mechanisms remain consistent across the site.
<p><u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: 2017 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 with Exceptions	Web: Navigation mechanisms and controls are consistently identified across the site, except for the alternative text for the image home link.
<p><u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: When errors are identified, suggestions are provided to correct errors.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: If a mistake has been made when submitting a form, such as the Add Credit Card form, the responses can be changed by resubmitting a form.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	<p>A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none">• As described in 1.1.1 Non-text Content:<ul style="list-style-type: none">○ Purely decorative SVG images are present on most pages without being hidden from assistive technology.○ The image button for the Home page link does not have alternative text describing the purpose of the button.
302.2 With Limited Vision	Does Not Support	<p>A rating of Does Not Support has been given for the following reason:</p> <ul style="list-style-type: none">• Most pages have text that does not meet WCAG AA color contrast standards, such as for Cancel buttons that occur across the site. Additionally, there is a loss of visual indication of focus that occurs in the header of each page.
302.3 Without Perception of Color	Does Not Support	<p>A rating of Does Not Support has been given for the following reason:</p> <ul style="list-style-type: none">• Color is used as the sole visual means of communicating information in several places including the page tabs for the "My Account"

Criteria	Conformance Level	Remarks and Explanations
		section of the user profile page and "More Services" section on the landing page.
302.4 Without Hearing	Supports	No audio occurs on the site.
302.5 With Limited Hearing	Supports	No audio occurs on the site.
302.6 Without Speech	Supports	No speech is required by the site.
302.7 With Limited Manipulation	Does Not Support	<p>A rating of Does Not Support has been given for the following reason:</p> <ul style="list-style-type: none"> Users with limited manipulation may have different requirements for using a site. However, as described in 2.1.1 Keyboard, many active elements are not in the tab order, or do not activate via keyboard. Additionally, focus isn't managed properly when opening and closing components.
302.8 With Limited Reach and Strength	Does Not Support	<p>Users with limited reach and strength may have different requirements for using a site. However, a rating of Does Not Support has been given for the following reason:</p> <ul style="list-style-type: none"> As described in 2.1.1 Keyboard, many active elements are not in the tab order, or do not activate via keyboard. Additionally, focus isn't managed properly when opening and closing components.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	<p>Users with limited cognitive ability have varying needs and may not experience the same issues. However, a rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> As described in 3.3.2 Labels or Instructions, instructions for the meaning of asterisks are not explained to the user.

Chapter 6: Support Documentation and Services

Notes: Not Tested

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable - Not Tested	Not Tested
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable - Not Tested	Not Tested
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable - Not Tested	Not Tested
603.3 Accommodation of Communication Needs	Applicable - Not Tested	Not Tested