

# VMware Accessibility Conformance Report

## International Edition

Based on VPAT® Version 2.4

**Name of Product/Version:** Horizon Cloud Service

**Report Date:** October 21<sup>st</sup>, 2020

**Product Description:** The VMware Horizon® Cloud Service™ delivers feature-rich virtual desktops and applications using a purpose-built cloud platform that is scalable across multiple deployment options, including fully managed infrastructure from VMware and public cloud infrastructure from Microsoft Azure. The service supports a cloud-scale architecture that makes it easy to deliver virtualized Windows desktops and applications to any device, anytime. And, with a flexible subscription model, organizations can easily get up and running and scale quickly.

**Clarity Disclaimer:** Horizon Cloud Service was built using Clarity 3 and Angular 9. Please refer to the Clarity VPAT and Google AngularJS for more accessibility details.

**Contact Information:** VMware Inc. 3401 Hillview Ave. Palo Alto, CA 94304, USA Tel: 1-877-486-9273 Fax: 650-427-5001

For more information, contact [accessibility@vmware.com](mailto:accessibility@vmware.com)

**Notes:** NA

**Evaluation Methods Used:** Testing of Horizon Cloud Service involved 133 workflows requiring extensive use of leading assistive technology, such as screen readers (NVDA (version:2020.1) & VoiceOver), and the keyboard as well.

The following tools and assistive technologies were used:

- Manual testing with Safari and VoiceOver running on the macOS operating system
- Manual testing with Firefox and NVDA running on Windows operating system
- Using magnification on Chrome

Accessibility testers performed the test using accessibility browser extensions, code inspection, and color contrast checkers keeping WCAG 2.1 guidelines in mind.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes)
<a href="#">Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018</a>	(Yes)
<a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)</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.
- **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 2.1 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**

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Software: Does Not Support</p>	<p>Web: Horizon Cloud Service provides equivalent text alternatives for the all non-text contents.</p> <p>Software: Horizon Cloud Service does not provide equivalent text alternatives for the non-text contents.</p>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable</p> <p>Software: Not Applicable</p>	<p>Web and Software: Horizon Cloud Service does not contain prerecorded Audio-only or Video-only media.</p>
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> </ul>	<p>Web: Not Applicable</p> <p>Software: Not Applicable</p>	<p>Web and Software: Horizon Cloud Service does not contain any synchronized media with prerecorded audio content requiring captions.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Cloud Service does not contain any time-based media or synchronized media with pre-recorded video content.
<a href="#">1.3.1 Info and Relationships</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Web: Partially Supports Software: Partially Supports	Web and Software: Horizon Cloud Service conveys information and relationships for most of the UI elements programmatically. Some example cases where the criteria not met: <ul style="list-style-type: none"> <li>• On the HCS Administrative Console (Astro UI)- Dashboard page, the table data is not mapped with the table headers.</li> <li>• On the Horizon Agent Installer - Register with Horizon 7 Connection Server window, the screen reader does not announce the Label for all the edit fields like the 'domain name\username' edit field.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.2 (Web)</li> <li>10.1.3.2 (Non-web document)</li> <li>11.1.3.2.1 (Open Functionality Software)</li> <li>11.1.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Software: Supports</p>	<p>Web and Software: In Horizon Cloud Service, the reading sequence can be correctly determined by the screen readers listed in the “Evaluation Methods Used”.</p>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> <li>10.1.3.3 (Non-web document)</li> <li>11.1.3.3 (Open Functionality Software)</li> <li>11.1.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p> <p>Software: Supports</p>	<p>Web: Horizon Cloud Service does not rely solely on sensory characteristics for understanding or operating most of the product.</p> <p>Some example cases where the criteria not met:</p> <ul style="list-style-type: none"> <li>On the HCS- Administrative Console (Astro UI)- Health Details page, the tooltip is not defined for the 'Column Settings' button.</li> <li>On the HCS-Administrative Console (Astro UI)- Setting-Capacity page, the tooltip is not defined for the 'Export' button icon.</li> </ul> <p>Software: HCS Agent Installer does not rely solely on sensory characteristics for understanding or operating the product.</p>
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.1 (Web)</li> <li>10.1.4.1 (Non-web document)</li> </ul>	<p>Web: Partially Supports</p> <p>Software: Supports</p>	<p>Web: In Horizon Cloud Service, color is not used as the sole means of conveying information on most of the pages.</p> <p>Some example cases where the criteria not met:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		<ul style="list-style-type: none"> <li>• On the HCS Administrative Console (Astro UI)- Cloud Monitoring- Activity-Audit Logs page, color is the only means to convey form field errors.</li> <li>• On the Cloud Connector-Setup 3 of 3 pages, color is the only means to identify the 'cloud.horizon.vmware.com' link.</li> </ul> <p>Software: In HCS Agent Installer, color is not used as the sole means of conveying information on the pages.</p>
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable</p> <p>Software: Not Applicable</p>	<p>Web and Software: Horizon Cloud Service does not contain any audio that plays automatically for more than 3 seconds.</p>
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	<p>Web: Partially Supports</p> <p>Software: Supports</p>	<p>Web: Horizon Cloud Service supports keyboard operations for most of the interactive elements. Some example cases where the criteria not met:</p> <ul style="list-style-type: none"> <li>• On the Cloud Connector-Setup 3 of 3 pages, the 'Refresh' button is not accessible through Keyboard.</li> <li>• On the HCS Administrative Console (Astro UI)- Dashboard page, the 'Zoom In', 'Zoom Out',</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		'Filter', 'Current Location' buttons cannot be reached by keyboard tab navigation. <ul style="list-style-type: none"> <li>• On the HCS Administrative Console (Astro UI)- Health Details page, the 'Info' button cannot be reached by keyboard tab navigation.</li> </ul> Software: HCS Agent Installer supports keyboard operations for all the interactive elements.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool) • 602.3 (Support Docs)</li> </ul>	Web: Partially Supports Software: Supports	Web: In Horizon Cloud Service, the user's keyboard focus does not get trapped on most of the pages. Some example cases where the criteria not met: <ul style="list-style-type: none"> <li>• On the Image Management System (IMS)- 'Agent Update', the keyboard focus is trapped on the 'Cancel' button.</li> <li>• On the HCS Administrative Console (Astro UI)- Inventory-Farms, the keyboard focus is stuck on the screen under 'Management New Farm', after activating the 'Add row' link using (Control+ Option + space) key.</li> </ul> Software: In HCS Agent Installer, the user's keyboard focus does not get trapped at any point on pages.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Cloud Service does not contain Character Key Shortcuts.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable Software: Not Applicable</p>	<p>Web and Software: Horizon Cloud Service does not impose time-out limit to users.</p>
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable Software: Not Applicable</p>	<p>Web and Software: Horizon Cloud Service does not contain any content that requires users to trigger the pause, stop, hide option.</p>
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1(Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	<p>Web: Not Applicable Software: Not Applicable</p>	<p>Web and Software: Horizon Cloud Service provides no content that flashes more than three times in one second or below thresholds.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Web: Partially Supports Software: Not Applicable	Web: Horizon Cloud Service provides a way to bypass blocks of content where necessary by providing a skip navigation link or landmark, except for one instance: <ul style="list-style-type: none"> <li>• On the HCS -Administrative Console (Astro UI)- General setting page, the 'Main' and 'Banner' landmarks are not implemented.</li> </ul> Software: In HCS Agent Installer, no content is repeated on different windows.
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Web: Supports Software: Supports	Web and Software: Horizon Cloud Service provides page title to describe its purpose.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality Software)</li> <li>• 11.2.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports Software: Supports</p>	<p>Web: In Horizon Cloud Service, the focus order is sequential and meaningful for most of the content. Some example cases where the criteria not met:</p> <ul style="list-style-type: none"> <li>• On the HCS Administrative Console (Astro UI)-Inventory-Farms page, the focus goes to hidden elements after 'Advanced Properties' control while 'Advanced Properties' control is collapsed.</li> <li>• On the HCS Administrative Console (Astro UI)-Register Active Directory page, the focus goes to the hidden element after 'Advanced Properties' control while 'Advanced Properties' control is collapsed.</li> </ul> <p>Software: In HCS Agent Installer, the focus order is sequential and meaningful.</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports Software: Supports</p>	<p>Web: Horizon Cloud Service contains links that describe their purpose, except for one instance:</p> <ul style="list-style-type: none"> <li>• On the HCS - SL (HZ DaaS) – Dashboard page, users cannot get the descriptive information for the 'more' link.</li> </ul> <p>Software: HCS Agent Installer contains links that describe their purpose.</p>
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> </ul>	<p>Web: Not Applicable Software: Not Applicable</p>	<p>Web and Software: Horizon Cloud Service does not use pointer gestures.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: Supports Software: Supports	Web and Software: Horizon Cloud Service supports pointer cancellation and no down-event.
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3 (Open Functionality Software)</li> <li>• 11.2.5.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: Supports Software: Supports	Web and Software: In Horizon Cloud Service, accessible names of user interface controls that match their visual labels are used.
<p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Cloud Service does not contain functionality that require device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.1.1 (Web)</li> <li>10.3.1.1 (Non-web document)</li> <li>11.3.1.1.1 (Open Functionality Software)</li> <li>11.3.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Software: Supports</p>	<p>Web: In Horizon Cloud Service, the primary language is defined programmatically.</p> <p>Software: In HCS Agent Installer, the default language of pages can be identified by the screen readers listed in the “Evaluation Methods Used”.</p>
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p> <p>Software: Supports</p>	<p>Web: In Horizon Cloud Service, UI components on receiving focus do not initiate any change of context for most of the pages.</p> <p>Some example cases where the criteria not met:</p> <ul style="list-style-type: none"> <li>On the HCS Administrative Console (Astro UI)- Settings- Capacity page, the 'Virtual Network 1' combo box expands automatically when it receives the keyboard focus.</li> <li>On the Image Management System (IMS)- Import page, the entire dialog box closes on pressing the 'Esc' key instead of a dropdown.</li> </ul> <p>Software: In HCS Agent Installer, UI components on receiving focus do not initiate any change of context.</p>
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> </ul>	<p>Web: Partially Supports</p> <p>Software: Supports</p>	<p>Web: Horizon Cloud Service provides components that do not initiate a change of context automatically while taking user inputs for most of the elements.</p> <p>Some example cases where the criteria not met:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>• On the HCS – CMS-Reports page, the entire dialog box closes after pressing the ESC key to close the 'Period' combo box flyout.</li> <li>• On the HCS Multi-Cloud Workflow (MCW)-VDI Desktop page, the entire 'New Desktop Assignment' dialog box closes when pressing the Esc key on the 'Scope' combo box flyout items.</li> </ul> <p>Software: HCS Agent Installer provides components that do not initiate a change of context automatically while taking user inputs.</p>
<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports Software: Supports</p>	<p>Web: In Horizon Cloud Service, error messages are identified by screen readers listed in the “Evaluation Method Used” on most of the pages.</p> <p>Some example cases where the criteria not met:</p> <ul style="list-style-type: none"> <li>• On the HCS Astro MCW- New Desktop Assignment page, the screen reader does not announce the error message "Assignment with this name already exists. Please enter a different name" which is appearing below the 'Assignment Name' edit field.</li> <li>• On the HCS Administrative Console (Astro UI)- Inventory-Farms page, the screen reader does not announce the error message 'Farm with the same name already exists'.</li> </ul> <p>Software: In HCS Agent Installer, error messages are identified by screen readers listed in the “Evaluation Method Used”.</p>
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> </ul>	<p>Web: Partially Supports Software: Supports</p>	<p>Web: Horizon Cloud Service contains form fields with programmatically defined labels or instructions on most of the pages.</p> <p>Some example cases where the criteria not met:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs) Revised Section 508</li> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>On the Cloud Connector-Login page, the label is not mapped for "My VMware username" and "My VMware password" edit fields.</li> <li>On the HCS Administrative Console (Astro UI)- Cloud Monitoring- Activity-Audit Logs page, the label is not defined for the 'Equal to' and 'Time Range' combo-box inside the filter pane.</li> </ul> <p>Software: HCS Agent Installer contains form fields with programmatically defined labels or instructions.</p>
<p><a href="#">4.1.1 Parsing</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.1 (Web)</li> <li>10.4.1.1 (Non-web document)</li> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports Software: Supports</p>	<p>Web: In Horizon Cloud Service, markup can be interpreted and parsed by assistive technologies.</p> <p>Software: In HCS Agent Installer, contents can be exposed properly to the assistive technologies.</p>
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) – Not required</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	<p>Web: Partially Supports Software: Partially Supports</p>	<p>Web and Software: In Horizon Cloud Service, name, role, value is defined for most of the UI elements programmatically.</p> <p>Some example cases where the criteria not met:</p> <ul style="list-style-type: none"> <li>On the Cloud Connector- Setup 1 of 3, the name is not defined for the Information button which is present next to connect to connection horizon sever edit field.</li> <li>On the HCS Agent Installer-Internet protocol, the screen reader does not narrate the name for '&lt;- ' previous and '-&gt;' next buttons.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		

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

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

Criteria	Conformance Level	Remarks and Explanations
<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><a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable</p> <p>Software: Not Applicable</p>	<p>Web and Software: Horizon Cloud Service is not available for mobile devices or mobile Web.</p>
<p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5 (Open Functionality Software)</li> <li>• 11.1.3.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Software: Not Applicable</p>	<p>Web: Horizon Cloud Service contains forms that programmatically define the purpose of input fields.</p> <p>Software: HCS Agent Installer does not contain web pages.</p>
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p> <p>Software: Partially Supports</p>	<p>Web and Software: Horizon Cloud Service contains most of the text with a minimum contrast ratio of 4.5:1. Some example cases where the criteria not met:</p> <ul style="list-style-type: none"> <li>• On the Cloud Connector-Login page, the luminosity contrast ratio is less than 4.5:1 for the error message i.e. 'Username and password are required'.</li> <li>• On the HCS Agent Installer-Configure window, the luminosity contrast ratio is less than 4.5:1 for the 'Configure' button and 'Cancel' link.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
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>		
<u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Web: Does Not Support Software: Supports	Web: Horizon Cloud Service loses function or content after resizing it up to 200% for all the pages.  Software: HCS Agent Installer contains text that can be resized up to 200 percent without loss of content or functionality on pages.
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Web: Supports Software: Supports	Web and Software: Horizon Cloud Service provides information using plain text rather than images of text.
<u>1.4.10 Reflow</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria	Web: Does Not Support Software: Supports	Web: Horizon Cloud Service contains contents that reflow inappropriately after a 400% zoom on the pages.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10.1 (Open Functionality Software)</li> <li>• 11.1.4.10.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		<p>Software: HCS Agent Installer contains contents that reflow correctly on all the pages.</p>
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports Software: Partially Supports</p>	<p>Web and Software: Horizon Cloud Service contains non-text contents with a minimum contrast ratio of 3:1 on most of the pages.</p> <p>Some example cases where the criteria not met:</p> <ul style="list-style-type: none"> <li>• On the HCS Administrative Console (Astro UI)- Cloud Monitoring- Activity-Audit Logs page, the contrast ratio for keyboard focus boundary on the 'Show or Hide Column' button with their adjacent background is 1.1:1 which is less than the minimum contrast ratio i.e. 3:1.</li> <li>• On the HCS Agent Installer- Internet Protocol window, the contrast ratio for keyboard focus boundary on the 'drop-down' and 'checkboxes' with their adjacent background is 1.5:1 which is less than the minimum contrast ratio i.e. 3: 1.</li> </ul>
<p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports Software: Not Applicable</p>	<p>Web: In Horizon Cloud Service, when text spacing styles are applied, content and functionality on pages are available appropriately.</p> <p>Software: HCS Agent Installer does not contain web pages.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Software: Not Applicable</p>	<p>Web: Horizon Cloud Service provides a mechanism to dismiss the additional content on hover using the ESC key, without moving the pointer or keyboard focus.</p> <p>Software: In HCS Agent Installer, pointer hover or keyboard focus does not trigger any additional content.</p>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Partially Supports</p> <p>Software: Not Applicable</p>	<p>Web: Horizon Cloud Service provides multiple ways to locate the required content, except for one instance:</p> <ul style="list-style-type: none"> <li>• On the HCS Administrative Console (Astro UI)- Settings-Identity Management page, the 'New Identity Manager - VMware Workspace ONE Access' dialog box is not closed by the 'Esc' key.</li> </ul> <p>Software: HCS Agent Installer does not contain any content which requires multiple ways to locate.</p>
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	<p>Web: Supports</p> <p>Software: supports</p>	<p>Web and Software: Horizon Cloud Service provides headings and labels to describe a topic or purpose.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p> <p>Software: Supports</p>	<p>Web: Horizon Cloud Service provides a visible keyboard focus indicator for most of the interactive elements.</p> <p>Some example cases where the criteria not met:</p> <ul style="list-style-type: none"> <li>• On the Cloud Connector-Login page, the visual focus indicator is not visible on the 'Remember me' checkbox, 'Login' button, and 'Forgot password?', 'Privacy policy' links.</li> <li>• On the Cloud Connector- Setup 1 of 3, the visual focus indicator is not visible on the 'Download log' and 'Log Out' buttons while navigating with the TAB key.</li> </ul> <p>Software: HCS Agent Installer provides a visible keyboard focus indicator for all the interactive elements.</p>
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable</p> <p>Software: Not Applicable</p>	<p>Web and Software: Horizon Cloud Service does not contain any content in a secondary language.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports Software: Supports</p>	<p>Web and Software: Horizon Cloud Service provides a consistent navigation mechanism for all the pages.</p>
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web doc</li> </ul>	<p>Web: Supports Software: Supports</p>	<p>Web and Software: Horizon Cloud Service identifies same elements consistently on all the pages.</p>
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	<p>Web: Supports Software: Supports</p>	<p>Web and Software: Horizon Cloud Service provides descriptive error suggestions for the form fields.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Cloud Service does not contain web pages that cause legal commitments or financial transactions.
<p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document) – Does not apply</li> <li>• 11.4.1.3 (Open Functionality Software) – Does not apply</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: Partially Supports Software: Partially Supports	Web and Software: Horizon Cloud Service provides status messages that can be determined by the assistive technologies on most of the pages. Some example cases where the criteria not met: <ul style="list-style-type: none"> <li>• On the Cloud Connector- Setup 1 of 3, the screen reader does not narrate the status message "The server certificate cannot be automatically validated. Please check the certificate's details below and confirm it is valid" which comes after activating the 'Connect' button.</li> <li>• On the HCS Agent Installer- Installation list window, the screen reader does not narrate the status message which appears after selecting the 'Proceed with Installation' button.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations

### Table 3: Success Criteria, Level AAA

Notes: AAA Criteria are not evaluated in this report.

## Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Horizon Cloud Service features allow people with vision loss to use the screen readers identified in “Evaluation Methods Used.” Some components misidentify component name, role, and state as disclosed in Table 1: 1.1.1,1.3.1,2.1.1 and 4.1.2, and Table 2: 4.1.3.
302.2 With Limited Vision	Partially Supports	Horizon Cloud Service features allow people with limited vision to access most of the interface elements. Some challenges may occur while accessing the application as disclosed in Table1: 1.4.1 and Table 2: 1.4.3, 1.4.10, 1.4.11, and 2.4.7.
302.3 Without Perception of Color	Partially Supports	Horizon Cloud Service features allow people without perception of color to access most of the content and functionality of the application. A few

Criteria	Conformance Level	Remarks and Explanations
		challenges of color alone used as the sole means to distinguish links and convey important information are found as disclosed in Table 1: 1.4.1 and Table 2: 1.4.3 and 1.4.11.
302.4 Without Hearing	Not Applicable	Horizon Cloud Service has no operation that requires the user to hear.
302.5 With Limited Hearing	Not Applicable	Horizon Cloud Service has no operation that requires the user to hear.
302.6 Without Speech	Supports	Horizon Cloud Service features allow people without speech to access the application as controls do not require speech input.
302.7 With Limited Manipulation	Partially Supports	Horizon Cloud Service 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 and 2.1.2 and Table 2: 2.4.7.
302.8 With Limited Reach and Strength	Partially Supports	Horizon Cloud Service can be operated by people with limited reach and limited strength. A few challenges may occur while accessing the application as disclosed in Table 1: 2.1.1 and 2.1.2 and Table 2: 2.4.7.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Horizon Cloud Service 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: 3.3.2.

## Chapter 4: [Hardware](#)

Notes: Not Applicable

**Chapter 5: [Software](#)**

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
<b>501.1 Scope – Incorporation of WCAG 2.1 AA</b>	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section
<a href="#">502 Interoperability with Assistive Technology</a>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Horizon Cloud Service is not a platform software.
502.2.2 No Disruption of Accessibility Features	Not Applicable	Horizon Cloud Service is not a platform software.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Horizon Cloud Service is not a platform software.
502.3.2 Modification of Object Information	Not Applicable	Horizon Cloud Service is not a platform software.
502.3.3 Row, Column, and Headers	Not Applicable	Horizon Cloud Service is not a platform software.
502.3.4 Values	Not Applicable	Horizon Cloud Service is not a platform software.
502.3.5 Modification of Values	Not Applicable	Horizon Cloud Service is not a platform software.
502.3.6 Label Relationships	Not Applicable	Horizon Cloud Service is not a platform software.
502.3.7 Hierarchical Relationships	Not Applicable	Horizon Cloud Service is not a platform software.
502.3.8 Text	Not Applicable	Horizon Cloud Service is not a platform software.
502.3.9 Modification of Text	Not Applicable	Horizon Cloud Service is not a platform software.
502.3.10 List of Actions	Not Applicable	Horizon Cloud Service is not a platform software.
502.3.11 Actions on Objects	Not Applicable	Horizon Cloud Service is not a platform software.
502.3.12 Focus Cursor	Not Applicable	Horizon Cloud Service is not a platform software.
502.3.13 Modification of Focus Cursor	Not Applicable	Horizon Cloud Service is not a platform software.
502.3.14 Event Notification	Not Applicable	Horizon Cloud Service is not a platform software.

502.4 Platform Accessibility Features	Not Applicable	Horizon Cloud Service is not a platform software.
<a href="#"><u>503 Applications</u></a>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Horizon Cloud Service does not contain any synchronized media.
503.3 Alternative User Interfaces	Not Applicable	Horizon Cloud Service does not contain any synchronized media.
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Horizon Cloud Service does not contain any synchronized media.
503.4.2 Audio Description Controls	Not Applicable	Horizon Cloud Service does not contain any synchronized media.
<a href="#"><u>504 Authoring Tools</u></a>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	Horizon Cloud Service is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Horizon Cloud Service is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Horizon Cloud Service is not an authoring tool.
504.3 Prompts	Not Applicable	Horizon Cloud Service is not an authoring tool.
504.4 Templates	Not Applicable	Horizon Cloud Service is not an authoring tool.

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

Notes: Not included in the report.

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

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Horizon Cloud Service features allow people with vision loss to use the screen readers identified in “Evaluation Methods Used.” Some components misidentify component name, role, and state as disclosed in Table 1: 1.1.1,1.3.1,2.1.1 and 4.1.2, and Table 2: 4.1.3.
4.2.2 Usage with limited vision	Partially Supports	Horizon Cloud Service features allow people with limited vision to access most of the interface elements. Some challenges may occur while accessing the application as disclosed in Table1: 1.4.1 and Table 2: 1.4.3, 1.4.10, 1.4.11, and 2.4.7.
4.2.3 Usage without perception of color	Partially Supports	Horizon Cloud Service features allow people without perception of color to access most of the content and functionality of the application. A few challenges of color alone used as the sole means to distinguish links and convey important information are found as disclosed in Table 1: 1.4.1 and Table 2: 1.4.3 and 1.4.11.
4.2.4 Usage without hearing	Not Applicable	Horizon Cloud Service has no operation that requires the user to hear.
4.2.5 Usage with limited hearing	Not Applicable	Horizon Cloud Service has no operation that requires the user to hear.
4.2.6 Usage with no or limited vocal capability	Supports	Horizon Cloud Service features allow people with no or limited vocal capabilities to access the application as controls do not require speech input.

Criteria	Conformance Level	Remarks and Explanations
4.2.7 Usage with limited manipulation or strength	Partially Supports	Horizon Cloud Service Horizon Cloud Service 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 and 2.1.2 and Table 2: 2.4.7.
4.2.8 Usage with limited reach	Partially Supports	Horizon Cloud Service can be operated by people with limited reach and limited strength. A few challenges may occur while accessing the application as disclosed in Table 1: 2.1.1 and 2.1.2 and Table 2: 2.4.7.
4.2.9 Minimize photosensitive seizure triggers	Supports	Horizon Cloud Service does not include any content that triggers photosensitive seizures in the application.
4.2.10 Usage with limited cognition, language, or learning	Partially Supports	Horizon Cloud Service 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: 3.3.2.
4.2.11 Privacy	Not Applicable	Horizon Cloud Service does not contain privacy related feature provided for accessibility.

## **Chapter 5: [Generic Requirements](#)**

Notes: Horizon Cloud Service supports standard assistive technologies and is, therefore, not subject to the Closed Functionality criteria described in this Chapter.

## **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](#)

Notes: Refer to the previously identified remarks and details for [WCAG 2.1](#) already provided in this VPAT.

## Chapter [10: Non-Web Software](#)

Notes: Refer to the previously identified remarks and details for [WCAG 2.1](#) already provided in this VPAT.

## Chapter [11: Software](#)

Criteria	Conformance Level	Remarks and Explanations
<b>11.0 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section
<b>11.5 Interoperability with assistive technology</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.2 Accessibility services</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.2.1 Platform accessibility service support for software that provides a user interface</b>	See 11.5.2.3 through 11.5.2.17	See information in 11.5.2.3 through 11.5.2.17
<b>11.5.2.2 Platform accessibility service support for assistive technologies</b>	See 11.5.2.3 through 11.5.2.17	See information in 11.5.2.3 through 11.5.2.17
11.5.2.3 Use of accessibility services	Supports	HCS Agent Installer supports the accessibility services provided by Mac and Windows OS, including NVDA, Voice Over, screen magnifier, and high contrast theme.
11.5.2.4 Assistive technology	Not Applicable	HCS Agent Installer is not an assistive technology.
11.5.2.5 Object information	Partially Supports	HCS Agent Installer object information is determined by the screen reader listed in

Criteria	Conformance Level	Remarks and Explanations
		<p>the “Evaluation Method Used” for most of the content.</p> <p>Some challenges may occur while accessing the application as disclosed in Table 1: 1.3.1,3.3.1,3.3.2,4.1.2, and Table 2: 4.1.3.</p>
11.5.2.6 Row, column, and headers	Partially Supports	<p>In HCS Agent Installer, the column headers are determined by the screen reader listed in the “Evaluation Method Used”.</p> <p>Some challenges may occur while accessing the application as disclosed in Table 1: 1.3.1.</p>
11.5.2.7 Values	Partially Supports	<p>In HCS Agent Installer, the values associated with objects are available to users on most of the windows that can be determined by screen reader listed in the “Evaluation Method Used”.</p> <p>Some challenges may occur while accessing the application as disclosed in Table 1: 4.1.2.</p>
11.5.2.8 Label relationships	Partially Supports	<p>HCS Agent Installer provides labels that can be determined by the screen reader listed in the “Evaluation Method Used” for most of the forms.</p> <p>Some challenges may occur while accessing the application as disclosed in Table 1: 1.3.1,3.3.2.</p>
11.5.2.9 Parent-child relationships	Supports	<p>HCS Agent Installer provides parent-child relationships that can be determined by the screen reader listed in the “Evaluation Method Used”.</p>
11.5.2.10 Text	Supports	<p>HCS Agent Installer presents text objects, text attributes, and the boundary of text that can be determined by the screen</p>

Criteria	Conformance Level	Remarks and Explanations
		reader listed in the "Evaluation Method Used".
11.5.2.11 List of available actions	Supports	HCS Agent Installer allows the users to execute the supported actions of UI elements.
11.5.2.12 Execution of available actions	Supports	HCS Agent Installer permits the assistive technologies to execute actions on objects.
11.5.2.13 Tracking of focus and selection attributes	Supports	HCS Agent Installer shows a text insertion point when user input is required and has visible focus.
11.5.2.14 Modification of focus and selection attributes	Supports	In HCS Agent Installer, the focus can be tracked and moved among interactive UI elements as the input focus changes.
11.5.2.15 Change notification	Supports	In HCS Agent Installer, a change of notifications is notified by the assistive technologies.
11.5.2.16 Modifications of states and properties	Supports	HCS Agent Installer allows users to modify the state and properties of UI elements that can be determined by the assistive technologies.
11.5.2.17 Modifications of values and text	Supports	HCS Agent Installer allows users to modify values and text using assistive technologies.
<b>11.6 Documented accessibility usage</b>	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	Horizon Cloud Service is not a platform software.
11.6.2 No disruption of accessibility features	Supports	HCS Agent Installer does not disrupt platform accessibility features.
11.7 User preferences	Supports	HCS Agent Installer permits user preferences from platform settings.
<b>11.8 Authoring tools</b>	Heading cell – no response required	Heading cell – no response required
<b>11.8.1 Content technology</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.8.2 Accessible content creation	Not Applicable	Horizon Cloud Service is not an authoring tool.
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Horizon Cloud Service is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	Horizon Cloud Service is not an authoring tool.
11.8.5 Templates	Not Applicable	Horizon Cloud Service is not an authoring tool.

## Chapter [12: Documentation and Support Services](#)

Notes: Not Applicable

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

Notes: Not Applicable

## Legal Disclaimer (Company)

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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.

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