



## AirWatch myAirWatch VPAT©

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October 2016

Since the VPAT must be comprehensive, all Section 508 issues on all pages must be corrected to sustain compliance.

### VPAT™ Summary Table Voluntary Product Accessibility Template®

| Criteria  | Supporting Features             | Remarks and Explanations                         |
|---|---------------------------------|--|
| Section 1194.21 Software Applications and Operating Systems     | <b>Supports with Exceptions</b> | Please refer to the 1194.21 section for details. |
| Section 1194.22 Web-based Internet Information and Applications | <b>Supports with Exceptions</b> | Please refer to the 1194.22 section for details. |
| Section 1194.23 Telecommunications Products                     | Not Applicable                  | Not Applicable                                   |
| Section 1194.24 Video and Multi-media Products                  | <b>Supports with Exceptions</b> | Please refer to the 1194.24 section for details. |
| Section 1194.25 Self-Contained, Closed Products                 | <b>Supports with Exceptions</b> | Please refer to the 1194.25 section for details. |
| Section 1194.26 Desktop and Portable Computers                  | Not Applicable                  | Not Applicable                                   |
| Section 1194.31 Functional Performance Criteria                 | <b>Supports with Exceptions</b> | Please refer to the 1194.31 section for details. |
| Section 1194.41 Information, Documentation and Support          | <b>Supports</b>                 | Please refer to the 1194.41 section for details. |

## Support Levels

| Support Level  | Description   |
|--|---|
| <b>Supports</b>  | The product fully meets the letter and intent of the Criteria.  |
| <b>Supports with Exceptions/Minor Exceptions</b>                 | The product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.  |
| <b>Supports through Equivalent Facilitation</b>                  | The accessibility tester identified an alternate way to meet the intent of the Criteria or the product does not fully meet the intent of the Criteria.  |
| <b>Supports when combined with Compatible AT</b>                 | The product fully meets the letter and intent of the Criteria when used in combination with Compatible Assistive Technology (AT). For example, many software programs can provide speech output when combined with a compatible screen reader, commonly used AT for people who are blind. |
| <b>Does Not Support</b>  | The product does not meet the letter or intent of the Criteria.   |
| <b>Not Applicable</b>  | The Criteria does not apply to the specific product.  |
| <b>Not Applicable - Fundamental Alteration Exception Applies</b> | A Fundamental Alteration of the product would be required to meet the Criteria (see the access board's standards for the definition of "fundamental alteration").   |

## § 1194.21 Software Applications and Operating Systems

| Criteria  | Support Level                   | Remarks and explanations  |
|---|---------------------------------|---|
| <p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>   | <p>Supports with Exceptions</p> | <p>Some functions of the application are keyboard operable. Some functions are not keyboard operable.</p>   |
| <p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p> | <p>Supports</p>                 | <p>Application does not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards.</p> |
| <p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>   | <p>Supports with Exceptions</p> | <p>There exists a clear indication of current visual focus on some screens. Some buttons and dropdowns do not provide visual focus. Assistive technology can track the focus programmatically.</p>                    |
| <p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>   | <p>Supports with Exceptions</p> | <p>Sufficient information is provided for some user interface elements, including name, role and state information. Some components do not have accessible name or roles.</p>   |

| Criteria  | Support Level            | Remarks and explanations   |
|---|--------------------------|--|
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.              | Supports                 | The meaning of images is consistent.   |
| (f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes. | Supports                 | Operating system functions are used for displaying text.   |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes.  | Supports with Exceptions | The application honors user selected color and contrast settings such as Windows High Contrast on some screens. Some checkboxes and radio buttons do not support Windows High Contrast.  |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.   | Not Applicable           | Animation is not used.   |
| (i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.  | Supports with Exceptions | Color coding is not used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element in some instances. Some "Analytics" charts use color only to convey information. |
| (j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.   | Not Applicable           | The application does not contain functionality to support the changing of display attributes.  |
| (k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and  | Supports                 | Flashing and blinking do not occur in the prohibited range.  |

| Criteria   | Support Level            | Remarks and explanations   |
|--|--------------------------|--|
| lower than 55 Hz.  |                          |  |
| (I) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues. | Supports with Exceptions | Sufficient information is provided for some user interface elements, including name, role and state information. Some components do not have accessible name or roles. |

## § 1194.22 Web-based Internet information and applications

| Criteria   | Support Level            | Remarks and explanations   |
|--|--------------------------|--|
| (a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).                                     | Supports with Exceptions | Some images have alternative text. Some images do not have alternative text.   |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.   | Supports with Exceptions | The application does not support the displaying of closed captions for the AirWatch Academy video training. Transcripts are available upon request.  |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.             | Supports with Exceptions | Color coding is not used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element in some instances. Some "Analytics" charts use color only to convey information. |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet.   | Supports                 | The web pages are readable without the use of style sheets. Headings are denoted using heading markup.   |
| (e) Redundant text links shall be provided for each active region of a server-side image map.  | Not Applicable           | Server-side image maps are not used.   |
| (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape. | Not Applicable           | Client-side image maps are not used.   |
| (g) Row and column headers shall be identified for data tables.  | Supports                 | Row and column headers are denoted for tables.   |
| (h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.             | Not Applicable           | Tables of two or more logical levels are not used.   |

| Criteria   | Support Level            | Remarks and explanations   |
|--|--------------------------|--|
| (i) Frames shall be titled with text that facilitates frame identification and navigation  | Not Applicable           | Frames are not used.   |
| (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.  | Supports                 | Flickering does not occur in the prohibited range.   |
| (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes. | Not Applicable           | The application is interactive and cannot be represented by text alone.  |
| (l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.  | Supports                 | Functional text created by client-side scripting can be read by assistive technology.  |
| (m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).   | Not Applicable           | This product does not use plug-ins.  |
| (n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.                       | Supports with Exceptions | Sufficient information is provided for some user interface elements, including name, role and state information. Some components do not have accessible name or roles. |

| Criteria  | Support Level    | Remarks and explanations  |
|---|------------------|---|
| (o) A method shall be provided that permits users to skip repetitive navigation links.  | Does not Support | The application does not have a method to skip repetitive navigation links. |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Does not Support | Application times out without warning.                                      |

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.



## § 1194.24 Video and Multi-Media Products

| Criteria  | Supporting Features | Remarks and explanations  |
|---|---------------------|---|
| <p>(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p> | Not Applicable      | Does not have analog television receiver or display circuitry.      |
| <p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>  | Not Applicable      | Does not have tuner capabilities.                                   |
| <p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>  | Does Not Support    | The application does not support the displaying of closed captions. |

| Criteria  | Supporting Features      | Remarks and explanations   |
|---|--------------------------|--|
| (d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described. | Supports                 | Multimedia videos do not require audio descriptions.   |
| (e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.   | Supports with Exceptions | Transcripts for the videos are available upon request. The application does not support the displaying of closed captions. |

## § 1194.25 Self-Contained, Closed Products

| Criteria   | Support Level    | Remarks and explanations                              |
|--|------------------|---|
| (a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.   | Not Applicable   | This product is not a self-contained, closed product. |
| (b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.  | Does not Support | Application times out without warning.                |
| (c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).  | Not Applicable   | This product is not a self-contained, closed product. |
| (d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.  | Not Applicable   | This product is not a self-contained, closed product. |
| (e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime. | Not Applicable   | This product is not a self-contained, closed product. |
| (f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise   | Not Applicable   | This product is not a self-contained, closed product. |

| Criteria   | Support Level            | Remarks and explanations   |
|--|--------------------------|--|
| level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.  |                          |  |
| (g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.   | Supports with Exceptions | Color coding is not used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element in some instances. Some "Analytics" charts use color only to convey information. |
| (h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.  | Not Applicable           | The application does not contain functionality support for the changing of color and contrast settings.  |
| (i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.   | Supports                 | Flickering does not occur in the prohibited range.   |
| (j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls. | Not Applicable           | This product is not a self-contained, closed product.  |
| (j)(2) Products which are freestanding, non-portable, and  | Not Applicable           | This product is not a self-contained, closed product.  |

| Criteria  | Support Level  | Remarks and explanations                              |
|---|----------------|---|
| <p>intended to be used in one location and which have operable controls shall comply with the following:<br/>Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>   |                |   |
| <p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:<br/>Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p> | Not Applicable | This product is not a self-contained, closed product. |
| <p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:<br/>Operable controls shall not be more than 24 inches behind the reference plane.</p>   | Not Applicable | This product is not a self-contained, closed product. |

## § 1194.31 Functional Performance Criteria

| Criteria  | Support Level            | Remarks and explanations   |
|---|--------------------------|--|
| (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.  | Supports with Exceptions | The application is partially keyboard operable. The application provides name, role, state and value information to assistive technology for some components. See 1194.21 and 1194.22 for details.<br>The AirWatch Academy has interactive labs that use virtual machines to provide a hands-on experience. The virtual lab environments do not have assistive technology such as a screen reader available. |
| (b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided. | Supports                 | The application may be used without visual acuity greater than 20/70 when combined with screen magnification assistive technology.   |
| (c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided   | Supports with Exceptions | The application does not support the displaying of closed captions for videos in the AirWatch Academy. Transcripts are available upon request.   |
| (d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.  | Supports                 | The user can connect assistive technology to the web browsing device such as a PC.   |
| (e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with   | Supports                 | User speech is not required for operations.  |

| Criteria  | Support Level            | Remarks and explanations                        |
|---|--------------------------|---|
| disabilities shall be provided.   |                          |   |
| (f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided. | Supports with Exceptions | The application is partially keyboard operable. |

## § 1194.41 Information, Documentation and Support

| Criteria  | Support Level | Remarks and explanations  |
|---|---------------|---|
| (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge  | Supports      | Product documentation is available in accessible electronic format.   |
| (b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge. | Supports      | Product documentation is available in accessible electronic format.   |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities.   | Supports      | The end-user is expected to contact their company's IT department. Air-Watch offers support to the IT support staff via online portal, phone and email. |