

Unified Access Gateway Conformance Report International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version:

UAG v.3.7

Report Date:

October 29th, 2020

Product Description:

Unified Access Gateway is a virtual appliance deployed by customers to help secure connectivity to enterprise resources.

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Notes:

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

BarrierBreak performed an accessibility audit for Unified Access Gateway.

Evaluation Methods Used:

A sample screen was selected to perform the audit in February 2020. The pages were tested in Google Chrome and Safari web browsers with JAWS 2018 and VoiceOver/MAC 10.13. Accessibility testers performed the audit using automated tools such as Wave, W3C Mark-up validator, Color contrast checker, keyboard-only interaction, and screen readers (JAWS and VoiceOver). Accessibility testers performed the test using accessibility toolbars, browser extensions, code inspection, and color contrast checkers keeping WCAG 2.1 guidelines in mind.

These results reflect the accessibility of a sample set of 12 pages. The following pages of the application were evaluated:

- UAG Login Screen
- Home
- Configure Manually
- Horizon Settings Modal
- Reverse Proxy Settings Modal
- X.509 Certificate Modal
- Network Setting Modal
- Account Settings Modal
- System Configuration Modal
- OCSP Settings Modal
- SAML Settings Modal
- Import Settings Modal

Applicable Standards/Guidelines

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

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

Standard/Guideline	Included In Report
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe , - V3.1.1 (2019-11)	Yes

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes: Applicable for 12 pages comprising of different elements.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Unified Access Gateway includes textual descriptions for non-text content, such as informative and functional images on many pages.</p> <p>Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • Unified Access Gateway does not include textual descriptions for a few functional images on Configure Manually page. • Unified Access Gateway includes some instances of informative and functional images that are defined as CSS background images that are not visible in Windows high contrast mode on the Reverse Proxy Settings Modal.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p>	<p>Web: Unified Access Gateway does not contain prerecorded Audio-only and Video-only content.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Not Applicable</p>	<p>Web: Unified Access Gateway does not contain captions as prerecorded synchronized media is not present.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	Web: Unified Access Gateway does not contain an audio description or media alternative as prerecorded synchronized media is not present.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Web: Partially Supports	Web: Unified Access Gateway includes headings to convey information and relationship programmatically on most of the pages. Examples of where this criterion is not fully supported include the following: <ul style="list-style-type: none"> • Unified Access Gateway includes some instances of missing heading markup on Home and Configure Manually pages.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • Unified Access Gateway does not include labels for some form controls on System Configuration Modal and UAG Login pages. • Unified Access Gateway includes few instances of radio buttons not being grouped programmatically on Network Setting Modal and SAML Settings Modal.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: In Unified Access Gateway, a meaningful sequence for reading all the content can be correctly determined by a screen reader.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Supports	Web: Unified Access Gateway includes important instructions that do not rely solely on sensory characteristics for operating and understanding the content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.1 (Web) 10.1.4.1 (Non-web document) 11.1.4.1 (Open Functionality Software) 11.1.4.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: In Unified Access Gateway, color is not used as the sole means to convey information on the tested pages.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 11.1.4.2 (Open Functionality Software) 11.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	Web: Unified Access Gateway does not include audio control as no audio plays automatically.
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.1 (Web) 	Web: Partially Supports	Web: In Unified Access Gateway, many interactive elements can be operated using a keyboard. Examples of where this criterion is not fully supported include the following:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • Unified Access Gateway includes some buttons and links that cannot be operated with a keyboard on the Horizon Settings modal, Configure Manually, and Home pages. • Unified Access Gateway includes some tooltips that cannot be accessed with a keyboard on Configure Manually, Account Settings Modal, Horizon Settings Modal.
<p>2.1.2 No Keyboard Trap (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: In Unified Access Gateway, a keyboard trap is not present on the tested pages.
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Not Applicable	Web: Unified Access Gateway does not contain character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	Web: In Unified Access Gateway, timing adjustable is not required as there is no time-dependent content.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	Web: In Unified Access Gateway, a mechanism to pause, stop, or hide is not present as there is no moving, blinking, or auto-updating content.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) 	Web: Not Applicable	Web: Unified Access Gateway does not contain flashing content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: Unified Access Gateway includes headings on all the tested pages to help users bypass repetitive blocks of content.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p>	Web: Does Not Support	Web: Unified Access Gateway does not include page titles for any of the tested pages.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: In Unified Access Gateway, focus order is meaningful.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: In Unified Access Gateway, link purpose is descriptive on most of the tested pages.</p> <p>Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • Unified Access Gateway includes few links with non-descriptive text on the Horizon Settings modal.
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Web: Not Applicable	Web: Unified Access Gateway does not use pointer gestures.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: Unified Access Gateway does not require to incorporate pointer cancellation as the up-event is used to trigger functionality.
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: In Unified Access Gateway, user interface control labels are part of their name on all the tested pages.
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) 	Web: Not Applicable	Web: Unified Access Gateway does not include functionality that requires motion actuation.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised 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: In Unified Access Gateway, the primary language of the tested pages is not defined programmatically. Examples of where this criterion is not supported include the following:</p> <ul style="list-style-type: none"> • In Unified Access Gateway, the primary language is not defined for all the tested pages.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports</p>	<p>Web: Unified Access Gateway includes components that do not initiate a change of context when they receive focus.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Unified Access Gateway includes components that do not initiate a change of context when the user inputs data.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does Not Support	<p>Web: In Unified Access Gateway, error messages are not identified for screen reader users on most of the tested pages.</p> <p>Examples of where this criterion is not supported include the following:</p> <ul style="list-style-type: none"> Unified Access Gateway includes dynamically displayed error messages that are not announced for screen reader users on Horizon Settings Modal, Reverse Proxy Settings Modal, and UAG Login page.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 	Web: Partially Supports	<p>Web: Unified Access Gateway includes form fields with programmatically defined labels and instructions on most pages.</p> <p>Examples of where this criterion is not fully supported include the following:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • Unified Access Gateway does not include labels for some form controls on System Configuration Modal and UAG Login page.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <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: In Unified Access Gateway, mark-up does not parse as per the HTML specification.</p> <p>Examples of where this criterion is not supported include the following:</p> <ul style="list-style-type: none"> • Unified Access Gateway includes HTML elements that are nested incorrectly on most of the different pages.
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	<p>Web: Partially Supports</p>	<p>Web: In Unified Access Gateway, name, role, and state for custom controls are defined programmatically on many pages.</p> <p>Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • Unified Access Gateway includes many user interface controls for which role and attributes are defined inappropriately on Horizon Settings Modal and Configure Manually page.

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

Table 2: Success Criteria, Level AA

Notes: Applicable for 12 pages comprising of different elements.

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

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable</p>	<p>Web: Unified Access Gateway is not a native application, and does not support orientation for the mobile web.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Does Not Support</p>	<p>Web: Unified Access Gateway includes forms that do not programmatically define the purpose of input fields. Examples of where this criterion is not supported include the following:</p> <ul style="list-style-type: none"> • Unified Access Gateway includes forms that do not programmatically define the purpose of input fields on the Account Settings Modal and UAG Login page.
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Partially Supports</p>	<p>Web: Unified Access Gateway includes background/foreground color combinations with sufficient contrast for most of the pages. Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • Unified Access Gateway includes many instances of background/foreground color combinations with an insufficient contrast ratio for text on the Home, SAML Settings Modal, and UAG Login page.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Unified Access Gateway includes text that can be resized up to 200 percent without loss of content or functionality on most of the tested pages.</p> <p>Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> Unified Access Gateway includes an instance where content is not available when text is resized up to 200% on the Home page.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<p>Web: Unified Access Gateway provides information using plain text rather than an image of text on all the tested pages.</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 	Web: Partially Supports	<p>Web: Unified Access Gateway includes content that reflows appropriately on most of the pages.</p> <p>Examples of where this criterion is not fully supported include the following:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		<ul style="list-style-type: none"> • Unified Access Gateway includes content that fails to reflow appropriately on the Home page.
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	<p>Web: Unified Access Gateway provides sufficient color contrast for non-text content for most of the pages. Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • Unified Access Gateway includes some instances of insufficient color contrast in their default state for user interface controls on the Network Setting Modal and Configure Manually page. • Unified Access Gateway includes some instances of insufficient color contrast for key images on the Horizon Settings Modal.
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	<p>Web: In Unified Access Gateway, when text spacing styles are applied content and functionality on all pages are available appropriately.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) 	Web: Supports	<p>Web: Unified Access Gateway includes content that becomes available on hover and on focus, which can be dismissed by users without losing their location as well as content is hoverable, focusable, and remains persistent until the user dismisses it on all the tested pages.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>2.4.5 Multiple Ways (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: Unified Access Gateway provides multiple ways for users to locate the required content.
<p>2.4.6 Headings and Labels (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Web: Unified Access Gateway includes unique and descriptive labels on most of the pages. Examples of where this criterion is not fully supported include the following: <ul style="list-style-type: none"> • Unified Access Gateway includes some instances of identical and non-descriptive labels for buttons on the Reverse Proxy Settings Modal, SAML Settings Modal, and Home page.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Unified Access Gateway includes a visible keyboard focus indicator on most of the pages. Examples of where this criterion is not fully supported include the following:</p> <ul style="list-style-type: none"> • Unified Access Gateway includes some instances of keyboard focus indicator not visible on the UAG Login Screen.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p>	<p>Web: Unified Access Gateway does not include the language of parts as content in the secondary language is not present on all the tested pages.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply 	<p>Web: Supports</p>	<p>Web: Unified Access Gateway provides a consistent navigation mechanism across the tested pages.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: Unified Access Gateway identifies elements consistently on all the tested pages.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Supports	Web: Unified Access Gateway provides error suggestions to help users rectify their mistakes and submit the forms.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	Web: In Unified Access Gateway, error prevention is not required as forms that cause legal commitments, financial transactions and data are not present.
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: In Unified Access Gateway, status messages such as loading messages are announced on most of the test pages.</p> <p>Examples of where this criterion is not supported include the following:</p> <ul style="list-style-type: none"> Unified Access Gateway includes dynamically displayed error messages that are not announced for screen reader users on Horizon Settings Modal, UAG Login Screen, and Reverse Proxy Settings Modal.

Table 3: Success Criteria, Level AAA

Notes: AAA Criteria are not evaluated in this report.

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Notes: Applicable for 12 pages comprising of different elements.

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

Notes: Applicable for 12 pages comprising of different elements.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Unified Access Gateway features allow people with vision loss to use screen readers to interact with user interface elements. Some components misidentify component name, role, and state as disclosed in Table 1: 1.1.1, 1.3.1, 2.1.1, 2.4.2, 2.4.4, 2.4.6, 3.3.1, 3.3.2, and 4.1.2, and Table 2: 4.1.3.
302.2 With Limited Vision	Partially Supports	Unified Access Gateway features allow people with limited vision to access most of the interface elements. Some challenges may occur while accessing the application as disclosed in Table 2: 1.4.3, 1.4.4, 1.4.10, 1.4.11, and 2.4.7.
302.3 Without Perception of Color	Partially Supports	Unified Access Gateway features allow people without the perception of color to access most of the content and functionality of the application. Some challenges of insufficient color contrast for non-text content are found as disclosed in Table 2: 1.4.3 and 1.4.11.
302.4 Without Hearing	Supports	Unified Access Gateway features allow people without hearing to access the application as audio/video content is not available.
302.5 With Limited Hearing	Supports	Unified Access Gateway features allow people with limited hearing to access the

Criteria	Conformance Level	Remarks and Explanations
		application as audio/video content is not available.
302.6 Without Speech	Supports	Unified Access Gateway features allow people without speech to access the application as controls do not require speech input.
302.7 With Limited Manipulation	Partially Supports	Unified Access Gateway features can be operated by people with limited manipulation. Some challenges may occur while accessing the application as disclosed in Table 1: 2.1.1 and Table 2: 1.3.5 and 2.4.7.
302.8 With Limited Reach and Strength	Partially Supports	Unified Access Gateway features can be operated by people with limited reach and strength. Some challenges may occur while accessing the application as disclosed in Table 1: 2.1.1 and Table 2: 1.3.5 and 2.4.7.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Unified Access Gateway 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 and Table 2: 1.3.5.

Chapter 4: [Hardware](#)

Notes: Unified Access Gateway is not a Hardware and thus all the requirements of this section are not applicable.

Chapter 5: [Software](#)

Notes: Applicable for 12 pages comprising of different elements.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section.	See information in WCAG 2.1 section

Criteria	Conformance Level	Remarks and Explanations
	Refer to Table 1: 1.1.1, 1.3.1, 2.1.1, 2.4.2, 2.4.4, 3.1.1, 3.3.1, 3.3.2, 4.1.1, 4.1.2. Table 2: 1.3.5, 1.4.3, 1.4.4, 1.4.10, 1.4.11, 2.4.6, 2.4.7, 4.1.3.	
<u>502 Interoperability with Assistive Technology</u>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Unified Access Gateway is not a platform software.
502.2.2 No Disruption of Accessibility Features	Not Applicable	Unified Access Gateway is not a platform software.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Unified Access Gateway is not a platform software.
502.3.2 Modification of Object Information	Not Applicable	Unified Access Gateway is not a platform software.
502.3.3 Row, Column, and Headers	Not Applicable	Unified Access Gateway is not a platform software.
502.3.4 Values	Not Applicable	Unified Access Gateway is not a platform software.
502.3.5 Modification of Values	Not Applicable	Unified Access Gateway is not a platform software.
502.3.6 Label Relationships	Not Applicable	Unified Access Gateway is not a platform software.
502.3.7 Hierarchical Relationships	Not Applicable	Unified Access Gateway is not a platform software.
502.3.8 Text	Not Applicable	Unified Access Gateway is not a platform software.
502.3.9 Modification of Text	Not Applicable	Unified Access Gateway is not a platform software.
502.3.10 List of Actions	Not Applicable	Unified Access Gateway is not a platform software.
502.3.11 Actions on Objects	Not Applicable	Unified Access Gateway is not a platform software.

Criteria	Conformance Level	Remarks and Explanations
502.3.12 Focus Cursor	Not Applicable	Unified Access Gateway is not a platform software.
502.3.13 Modification of Focus Cursor	Not Applicable	Unified Access Gateway is not a platform software.
502.3.14 Event Notification	Not Applicable	Unified Access Gateway is not a platform software.
502.4 Platform Accessibility Features	Not Applicable	Unified Access Gateway is not a platform software.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Unified Access Gateway permits user preferences from platform settings.
503.3 Alternative User Interfaces	Not Applicable	Unified Access Gateway does not provide any alternative user interface that functions as assistive technology.
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Unified Access Gateway does not include audio/video content.
503.4.2 Audio Description Controls	Not Applicable	Unified Access Gateway does not include audio/video content.
<u>504 Authoring Tools</u>	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	Unified Access Gateway is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Unified Access Gateway is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Unified Access Gateway is not an authoring tool.
504.3 Prompts	Not Applicable	Unified Access Gateway is not an authoring tool.
504.4 Templates	Not Applicable	Unified Access Gateway is not an authoring tool.

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

Notes: Support documentation and services of Unified Access Gateway are not part of the accessibility review.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	In Unified Access Gateway, accessibility and compatibility features are not part of the accessibility review.
602.3 Electronic Support Documentation	Not Applicable	In Unified Access Gateway, electronic support documentation is not part of the accessibility review.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	In Unified Access Gateway, alternate formats for non-electronic support documentation are not part of the accessibility review.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	In Unified Access Gateway, information on accessibility and compatibility features is not part of the accessibility review.
603.3 Accommodation of Communication Needs	Not Applicable	In Unified Access Gateway, accommodation of communication needs is not part of the accessibility review.

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Notes: Applicable for 12 pages comprising of different elements.

Chapter 4: Functional Performance Statements (FPS)

Notes: Applicable for 12 pages comprising of different elements.

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Unified Access Gateway features allow people with vision loss to use screen readers to interact with user interface elements. Some components misidentify component name, role, and state as disclosed in Table 1: 1.1.1, 1.3.1, 2.1.1, 2.4.2, 2.4.4, 2.4.6, 3.3.1, 3.3.2, and 4.1.2, and Table 2: 4.1.3.
4.2.2 Usage with limited vision	Partially Supports	Unified Access Gateway features allow people with limited vision to access most of the interface elements. Some challenges may occur while accessing the application as disclosed in Table 2: 1.4.3, 1.4.4, 1.4.10, 1.4.11, and 2.4.7.
4.2.3 Usage without perception of colour	Partially Supports	Unified Access Gateway features allow people without perception of color to access most of the content and functionality of the application. A few challenges of insufficient color contrast for non-text content are found as disclosed in Table 2: 1.4.3 and 1.4.11.
4.2.4 Usage without hearing	Supports	Unified Access Gateway features allow people without hearing to access the application as audio/video content is not available.
4.2.5 Usage with limited hearing	Supports	Unified Access Gateway features allow people with limited hearing to access the

Criteria	Conformance Level	Remarks and Explanations
		application as audio/video content is not available.
4.2.6 Usage with no or limited vocal capability	Supports	Unified Access Gateway features allow people with no or limited vocal capabilities to access the application as controls do not require speech input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Unified Access Gateway features can be operated by people with limited manipulation or strength. A few challenges may occur while accessing the application as disclosed in Table 1: 2.1.1 and Table 2: 1.3.5 and 2.4.7.
4.2.8 Usage with limited reach	Partially Supports	Unified Access Gateway features can be operated by people with limited reach. Few challenges may occur while accessing the application as disclosed in Table 1: 2.1.1 and Table 2: 1.3.5 and 2.4.7.
4.2.9 Minimize photosensitive seizure triggers	Supports	Unified Access Gateway does not include any content that triggers photosensitive seizures in the application.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Unified Access Gateway features can be operated by people with limited cognition, language, or learning. A few challenges may occur while accessing the application as disclosed in Table 1: 3.3.2 and Table 2: 1.3.5.
4.2.11 Privacy	Supports	Unified Access Gateway features respect the privacy of assistive technology users.

Chapter 5: [Generic Requirements](#)

Notes: Unified Access Gateway support standard assistive technologies and are, therefore, not subject to the closed functionality.

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

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

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

Criteria	Conformance Level	Remarks and Explanations
5.8 Double-strike key acceptance	Not Applicable	Unified Access Gateway supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.9 Simultaneous user actions	Not Applicable	Unified Access Gateway supports standard assistive technologies and is, therefore, not subject to the closed functionality.

Chapter [6: ICT with Two-Way Voice Communication](#)

Notes: Not Applicable

Chapter [7: ICT with Video Capabilities](#)

Notes: Not Applicable

Chapter [8: Hardware](#)

Notes: Not Applicable

Chapter [9: Web](#) (see [WCAG 2.1 section](#))

Notes: Refer to the previously identified remarks and details for WCAG 2.1 already provided in this VPAT.

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

Notes: Not Applicable

Chapter [11: Software](#)

Notes: Applicable for 12 pages comprising of different elements.

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.1 section. Refer to Table 1: 1.1.1, 1.3.1, 2.1.1, 2.4.2, 2.4.4, 3.1.1, 3.3.1, 3.3.2, 4.1.1, 4.1.2. Table 2: 1.3.5, 1.4.3, 1.4.4, 1.4.10, 1.4.11, 2.4.6, 2.4.7, 4.1.3.	See information in WCAG 2.1 section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17

Criteria	Conformance Level	Remarks and Explanations
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	Not Applicable	Unified Access Gateway is not a platform software.
11.5.2.4 Assistive technology	Not Applicable	Unified Access Gateway is not a platform software.
11.5.2.5 Object information	Not Applicable	Unified Access Gateway is not a platform software.
11.5.2.6 Row, column, and headers	Not Applicable	Unified Access Gateway is not a platform software.
11.5.2.7 Values	Not Applicable	Unified Access Gateway is not a platform software.
11.5.2.8 Label relationships	Not Applicable	Unified Access Gateway is not a platform software.
11.5.2.9 Parent-child relationships	Not Applicable	Unified Access Gateway is not a platform software.
11.5.2.10 Text	Not Applicable	Unified Access Gateway is not a platform software.
11.5.2.11 List of available actions	Not Applicable	Unified Access Gateway is not a platform software.
11.5.2.12 Execution of available actions	Not Applicable	Unified Access Gateway is not a platform software.
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	Unified Access Gateway is not a platform software.
11.5.2.14 Modification of focus and selection attributes	Not Applicable	Unified Access Gateway is not a platform software.
11.5.2.15 Change notification	Not Applicable	Unified Access Gateway is not a platform software.
11.5.2.16 Modifications of states and properties	Not Applicable	Unified Access Gateway is not a platform software.
11.5.2.17 Modifications of values and text	Not Applicable	Unified Access Gateway is not a platform software.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.6.1 User control of accessibility features	Not Applicable	Unified Access Gateway is not a platform software.
11.6.2 No disruption of accessibility features	Not Applicable	Unified Access Gateway is not a platform software.
11.7 User preferences	Supports	Unified Access Gateway permits user preferences from platform settings.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable	Unified Access Gateway is not an authoring tool.
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Unified Access Gateway is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	Unified Access Gateway is not an authoring tool.
11.8.5 Templates	Not Applicable	Unified Access Gateway is not an authoring tool.

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

Notes: Documentation and Support Services of Unified Access Gateway are not part of the accessibility review.

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Not Applicable	In Unified Access Gateway, accessibility and compatibility features are not part of the accessibility review.
12.1.2 Accessible documentation	Not Applicable	In Unified Access Gateway, accessible documentation is not part of the accessibility review.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Applicable	In Unified Access Gateway, information on accessibility and compatibility features is not part of the accessibility review.

Criteria	Conformance Level	Remarks and Explanations
12.2.3 Effective communication	Not Applicable	In Unified Access Gateway, information on effective communication is not part of the accessibility review.
12.2.4 Accessible documentation	Not Applicable	In Unified Access Gateway, accessible documentation is not part of the accessibility review.

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

Notes: Not Applicable

Legal Disclaimer (Unified Access Gateway)

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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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