# VMware Accessibility Conformance Report

# International Edition

**(Based on VPAT**® **Version 2.4)**

## Name of Product/Version:

CloudHealth® by VMware SaaS

## Report Date:

Aug 2021

## Product Description:

CloudHealth® by VMware (herein referred to as “The Product”) is a provider of hybrid cloud management software that's designed to help an organization increase its visibility into and across public and private cloud infrastructure. The CloudHealth® platform also helps an IT team manage resource utilization and costs across those cloud environments.

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## Notes:

## Product Type:

Web: Yes

Electronic Docs: No

Software: No

Closed: No

Authoring Tool: No

## Evaluation Methods Used:

* NVDA screen reader with Chrome on Windows
* VoiceOver screen reader with Safari on macOS
* Colour Contrast Analyzer
* Keyboard-only navigation
* Browser magnification

## 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](http://www.w3.org/TR/2008/REC-WCAG20-20081211) | Level A: Yes  Level AA: Yes  Level AAA: No |
| [Web Content Accessibility Guidelines 2.1](https://www.w3.org/TR/WCAG21) | Level A: Yes  Level AA: Yes  Level AAA: No |
| [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) | Yes |
| [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf), - 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.x 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.x 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](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### Table 1: Success Criteria, Level A

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) | | Does Not Support | | The Product does not provide a text equivalent for most non-text content. Examples include:   * Informative icons, image buttons, and image links do not provide an alternative text description on many pages, such as those found in the navigation header. * Image links and buttons do not indicate they will open menus on several pages, such as those found on the login page. * Charts and graphical objects that convey meaningful information do not provide a text alternative on many pages. * Datagrids that contain accordions, image buttons, and other visual elements do not provide alternative text on many pages, such as those found on the View Organizations page. * Data tables contain sortable headers that do not describe state changes when they occur on many pages, such as those found on the View All Dashboards page. * Complex components throughout the application contain image-based controls that do not provide a text equivalent on many pages, such as the edit columns dialog on the Notifications page. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) | | Not Applicable | | The Product does not have prerecorded audio-only or video-only content. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) | | Not Applicable | | The Product does not have prerecorded synchronized media content. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) | | Not Applicable | | The Product does not have prerecorded synchronized media content. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) | | Does Not Support | | The Product can neither convey info and relationships in content that is available in the text nor be programmatically determined on most pages. Examples include:   * Headings are visually implicit rather than programmatically defined on many pages, such as those found on the Cost History page. * Related links are not grouped programmatically on many pages, such as those found in the navigation header. * Landmark regions are invalid or not programmatically defined on many pages, such as the content regions on the AWS dashboard. * Navigation trees do not provide level information on several pages, such as those found on the Edit Company Profile page. * Form fields and buttons lack programmatically associated labels on many pages, such as those on the Cost Reallocation page. * Charts provide legends and controls that are not grouped programmatically on many pages, such as those found on the AWS Dashboard page. * Complex components such as filter menus have buttons that are not programmatically associated, have visually implicit headings, and related links that are not programmatically grouped on many pages, such as those found on the Cost Summary page. * Data grids and data tables contain empty headers on many pages, such as those found on the View Organizations page. * Data grids and data tables have structures that do not programmatically reflect the information relationships visually conveyed, such as those on the Custom Line Item Rules page. * Data tables contain nested tables programmatically on many pages, such as those on the Notifications page. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) | | Supports | | The Product presents content in a meaningful sequence. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) | | Supports | | The Product includes instructions that are not dependent on sensory characteristics for operating and understanding the content. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) | | Partially Supports | | The Product does not rely on the use of color to communicate meaning on many pages. Examples of exceptions include:   * Color is the sole method of indicating selection for page tabs, elements in data tables, and complex components on many pages, such as those found on the Governance Actions page. * Links in breadcrumb regions use color as the only method of distinguishing link text from static text content and to indicate focus on most pages, such as those found on AWS Account Details page. * Color alone is used to convey meaning in complex components on several pages, such as edit column dialogs on the Notifications page. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) | | Not Applicable | | The Product does not have prerecorded synchronized media content. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) | | Partially Supports | | The Product uses interactive elements which can be accessed via keyboard alone on many pages. Examples of exceptions include:   * Links, buttons, interactive charts, filter menus, and other components do not allow keyboard focus or interaction on many pages, such as those found on the Cost Summary page. * Functionality provided via draggable elements with the mouse is not available for use with the keyboard alone on most pages, such as data grids on the Create New Organization page. * Static content receives keyboard focus on several pages, such as data table content found on the Subscriptions page. * Skip links in the navigation header do not allow keyboard interaction on many pages, such as the Create Governance Action page. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) | | Partially Supports | | The Product does not contain keyboard traps on most pages. Examples of exceptions include:   * Keyboard focus becomes trapped when interacting with complex components on several pages, such as interactive data grids on the Assign IAM Users page. |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) | | Supports | | The Product provides custom character key shortcuts that can be turned off. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) | | Supports | | The Product provides users with an option to adjust, extend or turn off the session time-out limit. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) | | Partially Supports | | The Product provides a method to pause, stop or hide automatically moving, blinking, scrolling or auto-updating information that lasts more than five seconds on most pages. Examples of exceptions include:   * Content updates automatically without a method to pause, stop, or adjust the frequency on several pages, such as updating content on the Activity Feed page. |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) | | Not Applicable | | The Product does not contain flashing content. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) | | Partially Supports | | The Product provides a mechanism to bypass blocks of repeated content on most pages. Examples of exceptions include:   * The skip link in the navigation header does not consistently allow keyboard interaction on many pages, such as the Configuration page. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) | | Supports | | The Product provides page titles that reflect the topic or purpose of the page content. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) | | Partially Supports | | The Product has a focus order that is meaningful on many pages. Examples of exceptions include:   * Keyboard focus order does not match the reading on several pages, such as the Create New Report page. * Keyboard focus does not shift to new content when it is revealed or shift to the activating control when the content is hidden on many pages, such as the New Role Document page. * Dropdown menus and filter menus do not manage focus appropriately when collapsed and expanded on many pages, such as the Budget vs Actual page. * Modals do not manage focus appropriately when opened, active, or closed on many pages, such as the Create New Dashboard page. * Visually hidden content receives keyboard focus on several pages, such as the Create New Report page. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) | | Partially Supports | | The Product provides well-defined links that can be determined from the link text alone or from the link text together with its programmatically determined link context on most pages. Examples of exceptions include:   * Image links do not indicate the purpose or destination on several pages, such as the help image links on the EC3 RI Modifier page. * Data tables contain image links and pagination links that do not indicate their purpose or destination, such as those found on the Notifications page. |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 only)  Revised Section 508 – Does not apply | | Not Applicable | | The Product does not use multipoint or path-based gestures. |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | | Supports | | The Product supports pointer cancellation and no down events. |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 only)  Revised Section 508 – Does not apply | | Supports | | The Product provides names for interactive elements that contain the text which is presented visually for user interface components. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 only)  Revised Section 508 – Does not apply | | Not Applicable | | The Product does not contain functionality that relies on device motion or user motion. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) | | Does Not Support | | The Product does not identify the default language of the page on all pages. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) | | Supports | | The Product does not cause a change of context on focus. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) | | Partially Supports | | The Product does not cause an unexpected change of context when interacting with elements on most pages. Examples of exceptions include:   * Menu options cause unexpected focus shifts when activated on several pages, such as the EC2 CRI Exchanger page. * Activating form elements cause focus to shift to a different web page on several pages, such as when activating the copy button on the Create New Report page. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) | | Partially Supports | | The Product uses error identification on most pages. Examples of exceptions include:   * Form error messages are not identified when they occur on several pages, such as the Add AWS Account page. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) | | Partially Supports | | The Product provides labels or instructions for input fields on many pages. Examples of exceptions include:   * Instructions for required form fields are not provided on several pages, such as the Add Wavefront Account page. * Instructions and visible form fields are not provided on several pages, such as the View All Dashboards page. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) | | Partially Supports | | The Product provides appropriate markup that can be interpreted and parsed by assistive technologies on most pages. Examples of exceptions include:   * Filter menus have nested elements that are invalid according to their specifications on several pages, such as those on the Health Check page. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) | | Partially Supports | | The Product provides the name, role, and value for user interface components that can be programmatically determined by assistive technologies many pages. Examples of exceptions include:   * State changes and dynamic content changes are not communicated textually when they occur on many pages, such as content found on the Create Dashboard page. * Components such as dropdown menus, filter menus, listboxes, page tabs, combo boxes, and custom controls do not provide or do not have valid names, states, or roles on many pages, such as those found on the EC2 RI Modifier page. |

### Table 2: Success Criteria, Level AA

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) | | Not Applicable | | The Product does not contain synchronized media. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) | | Not Applicable | | The Product does not contain prerecorded synchronized media content. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (Level AA 2.1 only)  Revised Section 508 – Does not apply | | Supports | | The Product does not restrict content views and operation to a single display orientation. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA 2.1 only)  Revised Section 508 – Does not apply | | Supports | | The Product appropriately identifies the purposes of each input field collecting information about the user. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) | | Partially Supports | | The Product provides sufficient color contrast for text on many pages. Examples of exceptions include:   * Link text does not sufficient contrast the background on many pages, such as text on the Create Dashboard and Edit Dashboard pages. * Static text content inside dialogs do not sufficiently contrast the background on many pages, such as the tag text and customer managed tag text in the Edit Column dialogs on the Notifications page. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) | | Partially Supports | | The Product allows text to be resized up to 200 percent without loss of content or functionality on most pages. Examples of exceptions include:   * Content and functionality are overlapped or lost when the browser is zoomed to 200 percent on several pages, such as the EC2 RI Modifier page. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) | | Partially Supports | | The Product provides names for interactive elements that contain the text which is presented visually for user interface components on most pages. Examples of exceptions include:   * Meaningful text is conveyed using background images on several pages, such as text on the Create and Edit Dashboard pages. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (Level AA 2.1 only)  Revised Section 508 – Does not apply | | Does Not Support | | The Product does not allow content to be presented without loss of information or functionality, and without requiring scrolling in two dimensions for the dimensions required by this criterion on all pages. Examples include:   * Content and functionality are lost and results in two-dimensional scrolling when the viewport width is sized to 1280 pixels and the browser is zoomed to 400% on all pages, such as the AWS Dashboard page. |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 only)  Revised Section 508 – Does not apply | | Partially Supports | | The Product provides sufficient color contrast for user interface components and graphical objects on many pages with such content. Examples of exceptions include:   * Active interface components do not provide sufficient contrast with adjacent colors on several pages, such as search icons in the left navigation. * Focus, hover, and selection states for active interface components do not provide sufficient contrast, such as the options for menus on the AWS dashboard page. * Charts and graphs that convey meaningful information do not provide sufficient contrast on many pages, such as the visual elements found on the Cost Summary page. |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (Level AA 2.1 only)  Revised Section 508 – Does not apply | | Partially Supports | | The Product provides no loss of content or functionality when text spacing is modified according to the guidelines in this criterion on most pages. Examples of exceptions include:   * Chart legend text is overlapped or cut off when text styles are updated according to the specifications of this success criterion on several pages, such as chart legends on the AWS Dashboard page. |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA 2.1 only)  Revised Section 508 – Does not apply | | Partially Supports | | The Product provides content that becomes available on hover or focus, which can be dismissible, hoverable, and persistent on many pages with such content. Examples of exceptions include:   * Charts, filter menus, data tables, and other components contain content that becomes available on hover cannot be dismissed with the keyboard alone on many pages, such as elements on the Cost Summary page. * Charts, filter menus, data tables, and other components contain content that becomes available on hover that does not persist when the pointer is moved to it on many pages, such as elements on the AWS Dashboards page. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) | | Supports | | The Product provides more than one way to locate a web page within a set of web pages except where the web page is the result of, or a step in, a process. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) | | Partially Supports | | The Product provides descriptive and unique headings and labels on many pages that contain headings and or labels. Examples of exceptions include:   * Datagrids, data tables, and other components provide redundant or inaccurate labels on many pages, such as the custom controls to add and remove labels on the Configuration page. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) | | Does Not Support | | The Product does not have clearly visible focus indicators most pages. Examples include:   * Charts contain links that do not provide a visible indication of keyboard focus on many pages, such as those found on the Create and Edit Dashboard pages. * Filter menus contain active elements that do not provide a visible indication of keyboard focus on several pages, such as those found on the Cost History page. * Links in breadcrumb regions do not provide a visible indication of keyboard focus on many pages, such as those found on the EC2 RI Utilization page. * Datagrids, data tables, and dialogs contain active interface components that do not provide a visible indication of keyboard focus on many pages, such as those found on the View Organizations and Cost History pages. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) | | Supports | | The Product provides inline changes in language that can be programmatically determined by assistive technologies. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) | | Partially Supports | | The Product provides a consistent navigation mechanism for most pages. Examples of exceptions include:   * Skip links in the navigation header do not remain consistently navigable on many pages, such as the Create Governance Action page. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) | | Supports | | The Product identifies elements consistently on all pages. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) | | Partially Supports | | The Product provides descriptive error messages on most identified form field errors. Examples of exceptions include:   * Form fields that automatically detect errors do not provide suggestions for how to fix the errors on several pages, such as those on the Add AWS Account page. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) | | Supports | | The Product provides error prevention on functions that modify and/or delete user-controllable data that can be reversed, checked, or confirmed. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA 2.1 only)  Revised Section 508 – Does not apply | | Partially Supports | | The Product provides status messages that can be programmatically determined by assistive technologies without receiving focus on most instances. Examples of exceptions include:   * Status messages that do not receive keyboard focus and indicate success or failure of a process are not communicated on several pages, such as messages that occur on the Create Governance Action page. |

### Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

## Revised Section 508 Report

Notes:

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#302-functional-performance-criteria) (FPC)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 302.1Without Vision | Does Not Support | The Product does not provide a mode of operation that enables users with no vision to use its features as disclosed in:   * Table 1: 1.1.1, 1.3.1, 1.4.1, 2.1.1, 2.1.2, 2.2.1, 2.4.3, 2.4.4, 3.1.1, 3.2.2, 3.3.1, 4.1.1, and 4.1.2. * Table 2: 2.4.6, 3.2.3, 3.3.3, and 4.1.3. |
| 302.2 With Limited Vision | Does Not Support | The Product does not provide a mode of operation that enables users with limited vision to use its features as disclosed in:   * Table 1: 1.1.1, 1.3.1, 1.4.1, 2.1.1, 2.1.2, 2.4.3, 2.4.4, 3.1.1, 3.2.1, 3.3.1, and 4.1.2. * Table 2: 1.4.3, 1.4.4, 1.4.5, 1.4.10, 1.4.11, 1.4.12, 1.4.13, 2.4.6, 2.4.7, 3.2.3, and 3.3.3. |
| 302.3Without Perception of Color | Partially Supports | The Product provides at least one mode of operation that enables users without a perception of color to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 1.4.1 and 3.3.1. * Table 2: 1.4.3 and 1.4.11. |
| 302.4Without Hearing | Not Applicable | The Product has no operation that requires the user to hear. |
| 302.5With Limited Hearing | Not Applicable | The Product has no operation that requires the user to hear. |
| 302.6Without Speech | Not Applicable | The Product has no operation that requires speech input or control. |
| 302.7With Limited Manipulation | Partially Supports | The Product features provide at least one mode of operation that does not require fine motor control or simultaneous manual operations. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 2.1.1, 2.1.2, 2.1.4, 2.2.1, 2.4.3, 2.4.4, 3.2.1, 4.1.1, and 4.1.2. * Table 2: 1.4.13, 2.4.6, 2.4.7, and 3.3.3. |
| 302.8With Limited Reach and Strength | Partially Supports | The Product features provide at least one mode of operation that enables users with limited reach and strength to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 2.1.1, 2.1.2, 2.4.3, and 3.2.2. * Table 2: 2.4.7. |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Partially Supports | The Product provides features that make it simpler and easier to use by individuals with limited language, cognitive, and learning abilities. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 1.1.1, 1.3.1, 1.4.1, 2.1.1, 2.1.2, 2.2.1, 2.4.3, 2.4.4, 3.1.1, 3.2.1, 3.3.1, 3.3.2, 4.1.1, and 4.1.2. * Table 2: 1.4.5, 2.4.6, 3.2.3, 3.3.3, and 4.1.3. |

### Chapter 4: [Hardware](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#401-general)

Notes: Not Applicable

### Chapter 5: [Software](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#501-general)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| **501.1 Scope – Incorporation of WCAG 2.0 AA** | See WCAG 2.x section | See information in WCAG 2.x section |
| [***502 Interoperability with Assistive Technology***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#502-interoperability-assistive-technology) | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not Applicable | The Product is not a platform software. |
| 502.2.2 No Disruption of Accessibility Features | Not Applicable | The Product 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 | The Product is not a platform software. |
| 502.3.2 Modification of Object Information | Not Applicable | The Product is not a platform software. |
| 502.3.3 Row, Column, and Headers | Not Applicable | The Product is not a platform software. |
| 502.3.4 Values | Not Applicable | The Product is not a platform software. |
| 502.3.5 Modification of Values | Not Applicable | The Product is not a platform software. |
| 502.3.6 Label Relationships | Not Applicable | The Product is not a platform software. |
| 502.3.7 Hierarchical Relationships | Not Applicable | The Product is not a platform software. |
| 502.3.8 Text | Not Applicable | The Product is not a platform software. |
| 502.3.9 Modification of Text | Not Applicable | The Product is not a platform software. |
| 502.3.10 List of Actions | Not Applicable | The Product is not a platform software. |
| 502.3.11 Actions on Objects | Not Applicable | The Product is not a platform software. |
| 502.3.12 Focus Cursor | Not Applicable | The Product is not a platform software. |
| 502.3.13 Modification of Focus Cursor | Not Applicable | The Product is not a platform software. |
| 502.3.14 Event Notification | Not Applicable | The Product is not a platform software. |
| 502.4 Platform Accessibility Features | Not Applicable | The Product is not a platform software. |
| [***503 Applications***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#503-applications) | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Not Applicable | The Product is not a platform software. |
| 503.3 Alternative User Interfaces | Not Applicable | The Product does not provide an alternative user interface that functions as assistive technology. |
| ***503.4 User Controls for Captions and Audio Description*** | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Not Applicable | The Product does not contain synchronized media. |
| 503.4.2 Audio Description Controls | Not Applicable | The Product does not contain synchronized media. |
| [***504 Authoring Tools***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#504-authoring-tools) | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | See [WCAG 2.x](#_WCAG_2.x_Report) section | See information in WCAG 2.x section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | The Product is not an authoring tool. |
| 504.2.2 PDF Export | Not Applicable | The Product is not an authoring tool. |
| 504.3 Prompts | Not Applicable | The Product is not an authoring tool. |
| 504.4 Templates | Not Applicable | The Product is not an authoring tool. |

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#601-general)

Notes: Not Evaluated

## EN 301 549 Report

Notes:

### Chapter 4: [Functional Performance Statements](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A38%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D) (FPS)

Notes:

| **Criteria** | | **Conformance Level** | | **Remarks and Explanations** |
| --- | --- | --- | --- | --- |
| **4.2.1 Usage without vision** | **Does Not Support** | | The Product does not provide a mode of operation that enables users with no vision to use its features as disclosed in:   * Table 1: 1.1.1, 1.3.1, 1.4.1, 2.1.1, 2.1.2, 2.2.1, 2.4.3, 2.4.4, 3.1.1, 3.2.2, 3.3.1, 4.1.1, and 4.1.2. * Table 2: 2.4.6, 3.2.3, 3.3.3, and 4.1.3. | |
| **4.2.2 Usage with limited vision** | **Does Not Support** | | The Product does not provide a mode of operation that enables users with limited vision to use its features as disclosed in:   * Table 1: 1.1.1, 1.3.1, 1.4.1, 2.1.1, 2.1.2, 2.4.3, 2.4.4, 3.1.1, 3.2.1, 3.3.1, and 4.1.2. * Table 2: 1.4.3, 1.4.4, 1.4.5, 1.4.10, 1.4.11, 1.4.12, 1.4.13, 2.4.6, 2.4.7, 3.2.3, and 3.3.3. | |
| **4.2.3 Usage without perception of colour** | **Partially Supports** | | The Product does not provide a mode of operation that enables users without a perception of colour to use its features as disclosed in:   * Table 1: 1.4.1 and 3.3.1. * Table 2: 1.4.3 and 1.4.11. | |
| **4.2.4 Usage without hearing** | Not Applicable | | The Product has no operation that requires the user to hear. | |
| **4.2.5 Usage with limited hearing** | Not Applicable | | The Product has no operation that requires the user to hear. | |
| **4.2.6 Usage with no or limited vocal capability** | Not Applicable | | The Product has no operation that requires speech input or control. | |
| **4.2.7 Usage with limited manipulation or strength** | **Partially Supports** | | The Product does not provide a mode of operation that does not require fine motor control or simultaneous manual operations as disclosed in:   * Table 1: 2.1.1, 2.1.2, 2.4.3, 2.4.4, 3.2.2, 4.1.1, and 4.1.2. * Table 2: 1.4.13, 2.4.7, 2.4.6, and 3.3.3. | |
| **4.2.8 Usage with limited reach** | **Partially Supports** | | The Product features provide at least one mode of operation that enables users with limited reach to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 2.1.1, 2.1.2, 2.4.3, and 3.2.2. * Table 2: 1.4.13 and 2.4.7. | |
| **4.2.9 Minimize photosensitive seizure triggers** | **Supports** | | The Product provides at least one mode of operation that minimizes the potential for triggering photosensitive seizures. | |
| **4.2.10 Usage with limited cognition, language, or learning** | **Partially Supports** | | The Product provides features that make it simpler and easier to use by individuals with limited cognitive, language, and learning abilities. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 1.1.1, 1.3.1, 1.4.1, 2.1.1, 2.1.2, 2.2.1, 2.4.3, 2.4.4, 3.1.1, 3.2.1, 3.3.1, 3.3.2, 4.1.1, and 4.1.2. * Table 2: 1.4.5, 2.4.6, 3.2.3, 3.3.3, and 4.1.3. | |
| **4.2.11 Privacy** | **Supports** | | The Product maintains privacy equally for all users. | |

### Chapter [5: Generic Requirements](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A45%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Not Applicable

### Chapter [6: ICT with Two-Way Voice Communication](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A60%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Not Applicable

### Chapter [7: ICT with Video Capabilities](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A70%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Not Applicable

### Chapter [8: Hardware](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A74%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Not Applicable

### Chapter [9: Web](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A113%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: See [**WCAG 2.x section**](#_WCAG_2.x_Report)

### Chapter [10: Non-Web Software](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf" \l "%5B%7B%22num%22%3A127%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Not Applicable

### Chapter [11: Software](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A149%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes:

| **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.x](#WCAG) section | See information in WCAG 2.x 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 | |
| ***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 | The Product is not a platform software. | |
| 11.5.2.4 Assistive technology | Not Applicable | The Product is not an assistive technology. | |
| 11.5.2.5 Object information | Not Applicable | The Product is not a platform software. | |
| 11.5.2.6 Row, column, and headers | Not Applicable | The Product is not a platform software. | |
| 11.5.2.7 Values | Not Applicable | The Product is not a platform software. | |
| 11.5.2.8 Label relationships | Not Applicable | The Product is not a platform software. | |
| 11.5.2.9 Parent-child relationships | Not Applicable | The Product is not a platform software. | |
| 11.5.2.10 Text | Not Applicable | The Product is not a platform software. | |
| 11.5.2.11 List of available actions | Not Applicable | The Product is not a platform software. | |
| 11.5.2.12 Execution of available actions | Not Applicable | The Product is not a platform software. | |
| 11.5.2.13 Tracking of focus and selection attributes | Not Applicable | The Product is not a platform software. | |
| 11.5.2.14 Modification of focus and selection attributes | Not Applicable | The Product is not a platform software. | |
| 11.5.2.15 Change notification | Not Applicable | The Product is not a platform software. | |
| 11.5.2.16 Modifications of states and properties | Not Applicable | The Product is not a platform software. | |
| 11.5.2.17 Modifications of values and text | Not Applicable | The Product is not a platform software. | |
| ***11.6 Documented accessibility usage*** | Heading cell – no response required | Heading cell – no response required | |
| 11.6.1 User control of accessibility features | Not Applicable | The Product is not a platform software. | |
| 11.6.2 No disruption of accessibility features | Not Applicable | The Product is not a platform software. | |
| 11.7 User preferences | Not Applicable | The Product is not a platform software. | |
| ***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 | See information in WCAG 2.x section | |
| 11.8.3 Preservation of accessibility information in transformations | Not Applicable | The Product is not an authoring tool. | |
| 11.8.4 Repair assistance | Not Applicable | The Product is not an authoring tool. | |
| 11.8.5 Templates | Not Applicable | The Product is not an authoring tool. | |

### Chapter [12: Documentation and Support Services](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf" \l "%5B%7B%22num%22%3A187%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Not Evaluated

### Chapter [13: ICT Providing Relay or Emergency Service Access](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A191%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Not Applicable

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