# VMware Accessibility Conformance Report

# International Edition

**(Based on VPAT**® **Version 2.4)**

## Name of Product/Version: VMware Workspace ONE Hub Services-Admin Console

## Report Date: May 2022

## Product Description: Hub Services is a service co-located with VMware Workspace ONE® Access™ that lets you design and set up how employees use the VMware Workspace ONE® Intelligent Hub app to access, discover, and connect with corporate resources, teams, and workflows within a company. In the Hub Services admin console, configure the employee engagement features users can access on Workspace ONE Intelligent Hub.

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## Notes:

## Product Type:

Web: Yes

App: No

Electronic Docs: No

Software: No

Closed: No

Authoring Tool: No

## Evaluation Methods Used:

* NVDA screen reader with Chrome browser on Windows10
* VoiceOver screen reader with Safari browser on macOS
* Color Contrast Analyzer.
* Keyboard-only navigation.
* Browser magnification.
* ANDI & Microsoft’s Accessibility Insights Tool.

## 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 2.1 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.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) | | Supports | | The product provides textual equivalent for all non-text content. |
| [**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) | | Partially Supports | | The product conveys info and relationships in content that is available in text or can be programmatically determined on many pages. Examples of exceptions include:   * On the templates page, Inappropriate table header announcement found for the screen reader users |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) | | Supports | | The product presents content in a meaningful sequence for all the screens. |
| [**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 color alone to convey information. Examples of exceptions include:   * Link lacks 3:1 contrast with surrounding paragraph text. |
| [**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) | | Supports | | The product contains interactive elements that can be accessed using keyboard alone. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) | | Supports | | The Product does not contain keyboard traps. |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) | | Not Applicable | | The product does not provide custom character key shortcuts. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) | | Not Applicable | | The product does not present users with time limits. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) | | Not Applicable | | The product does not contain moving, blinking, scrolling, or auto-updating information. |
| [**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) | | Supports | | The product provides a mechanism to bypass blocks of repeated content. |
| [**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 most pages. Examples of exceptions include:   * on the 'Branding' page. In this instance, after activating the 'Reset' button (Which is available at the bottom of the page) inappropriately focus moves at the top of the page. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) | | 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. |
| [**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 that 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) | | Supports | | The product identifies the default language of the page. |
| [**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) | | Supports | | The product does not cause an unexpected change of context when interacting with elements. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) | | Partially Supports | | The product describes to the user in text if any input error is detected. Examples of Exceptions include:   * Global- Missing error identification for the mandatory form fields |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) | | Supports | | The product provides labels or instructions for input fields. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) | | Supports | | The product implements markup language for content that has complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and IDs are unique. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) | | Supports | | The product provides the name, role, and value for user interface components that can be programmatically determined by assistive technologies. |

### 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 synchronized media |
| [**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 | | Not Applicable | | The product does not contain form fields that collect 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:   * App Catalog page - Insufficient contrast for the informative text with respect to background color |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) | | Partially Support | | The product allows text to be resized up to 200 percent without loss of content or functionality on most of the pages. Examples of exceptions include   * Branding page does not allow text to be resized up to 200 percent browser zoom. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) | | Supports | | The product provides information with plain text rather than images. |
| [**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. |
| [**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. Examples of exceptions include:   * Outline on hover lacks 3:1 contrast ratio |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (Level AA 2.1 only)  Revised Section 508 – Does not apply | | Supports | | The product provides no loss of content or functionality when text spacing is modified according to the guidelines in this criterion. |
| [**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:   * On the Branding page, Tooltip content is not hover able by mouse pointer |
| [**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:   * On the templates page, non-descriptive label found for the form control |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) | | Supports | | The product provides clearly visible focus indicators. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) | | Not Applicable | | The product does not contain more than one language. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) | | Supports | | The product provides a consistent navigation mechanism for all pages. |
| [**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) | | Supports | | The product provides descriptive error messages for identified form field errors. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) | | Partially Supports | | The product provides error prevention on legal commitments, financial transactions, and functions that modify and/or delete user-controllable data, that can be reversed, checked, or confirmed on many identified form field errors.  . Examples of exceptions include:   * On the home page, no confirmation alert available for the delete functionality |
| [**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 many pages. Examples of exceptions include:   * Missing status message for the ‘Filter’ options in the data grid. |

### 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 | Partially Supports | The product provides at least one mode of operation that enables users with no vision to use its features. A few challenges may occur while accessing the application as disclosed in:  Table 1: 1.3.1, 2.4.3  Table 2: 2.4.6, 4.1.3 |
| 302.2 With Limited Vision | Partially Supports | The product provides at least one mode of operation that enables users with limited vision to use its features. A few challenges may occur while accessing the application as disclosed in:  Table 1: 1.3.1, 2.4.3  Table 2: 1.4.3, 1.4.4, 1.4.10, 1.4.11, 1.4.13 and 2.4.6 |
| 302.3Without Perception of Color | Partially Supports | The product provides at least one mode of operation that enables users without perception of color to use its features. A few challenges may occur while accessing the application as disclosed in:  Table 2: 1.4.3, 1.4.11,2.4.6 |
| 302.4Without Hearing | Supports | The product provides at least one mode of operation that enables users without hearing to use its features. |
| 302.5With Limited Hearing | Supports | The product provides at least one mode of operation that enables users with limited hearing to use its features. |
| 302.6Without Speech | Supports | The product provides at least one mode of operation that enables users without speech to use its features. |
| 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: 2.4.3  Table 2: 2.4.6 |
| 302.8With Limited Reach and Strength | Supports | The product features provide at least one mode of operation that enables users with limited reach and strength to use its features. |
| 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: 1.3.1, 2.4.3,  Table 2: 2.4.6, 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** | **Partially Supports** | | **The product provides at least one mode of operation that enables users with no vision to use its features. A few challenges may occur while accessing the application as disclosed in:**  **Table 1: 1.3.1, 2.4.3**  Table 2: 2.4.6, 4.1.3 | |
| **4.2.2 Usage with limited vision** | **Partially Supports** | | The product provides at least one mode of operation that enables users with limited vision to use its features. A few challenges may occur while accessing the application as disclosed in:  Table 1: 1.3.1, 2.4.3  Table 2: 1.4.3, 1.4.4, 1.4.10, 1.4.11, 1.4.13 and 2.4.6 | |
| **4.2.3 Usage without perception of color** | **Partially Supports** | | The product provides at least one mode of operation that enables users without perception of color to use its features. A few challenges may occur while accessing the application as disclosed in:  Table 2: 1.4.3, 1.4.11,2.4.6 | |
| **4.2.4 Usage without hearing** | **Supports** | | The product provides at least one mode of operation that enables users without hearing to use its features. | |
| **4.2.5 Usage with limited hearing** | **Supports** | | The product provides at least one mode of operation that enables users with limited hearing to use its features**.** | |
| **4.2.6 Usage with no or limited vocal capability** | **Supports** | | The Product provides at least one mode of operation that enables users with no or limited vocal capability to use its features. | |
| **4.2.7 Usage with limited manipulation or strength** | **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: 2.4.3  Table 2: 2.4.6 | |
| **4.2.8 Usage with limited reach** | **Supports** | | The product features provide at least one mode of operation that enables users with limited reach and strength to use its features. | |
| **4.2.9 Minimize photosensitive seizure triggers** | **Not Applicable** | | 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 language, cognitive, and learning abilities. A few challenges may occur while accessing the application as disclosed in:  Table 1: 1.3.1, 2.4.3,  Table 2: 2.4.6, 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:

### 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 | See [WCAG 2.x](#_WCAG_2.x_Report) section  (If not authoring tool, enter “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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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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