**VMware Cloud Provider Commerce Portal Accessibility Conformance Report**

# International Edition

**VPAT**® **Version 2.4 – March 2021**

## Name of Product/Version: VMware Cloud Provider (VCP) Commerce Portal

## Report Date: January 2022

**Product Description**: VMware Cloud Provider (VCP) Commerce Portal (herein referred to as “the Product ”), is a cloud-based service that enables commerce for all VMware Cloud Provider Program (VCPP) partners across all program tracks - Rental, Managed Services Provider (MSP), Independent Software Vendor (ISV), Professional Services, and Velo.

**Clarity Disclaimer:** VMware Cloud Provider (VCP) Commerce Portal was built using Clarity 12.0.5 and Angular 12.2.10. Please refer to the Clarity VPAT and Google AngularJS for more accessibility details

**Contact Information:**

VMware Inc.

3401 Hillview Ave.

Palo Alto, CA 94304, USA

Tel: 1-877-486-9273

Fax: 650-427-5001

For more information, contact accessibility@vmware.com

## Notes: NA

## Evaluation Methods Used: Testing of VCP involved extensive use of leading assistive technologies, such as screen reader (NVDA) and keyboard as well. The pages were tested on Chrome with NVDA on Windows Operating System and Safari with VoiceOver on mac. Also, the code was inspected manually using developer tools on Chrome browser.

## 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: YesLevel AA: YesLevel AAA: No |
| [Web Content Accessibility Guidelines 2.1](https://www.w3.org/TR/WCAG21)  | Level A: YesLevel AA: YesLevel 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 2.1 Level AAA.

## WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](https://www.w3.org/TR/WCAG21/).

### 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) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Partially Supports | All non-text content of the product is accessible and usable for screen reader users except,* Alt text is not available for the graph image
 |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Not Applicable | The product does not contain pre-recorded audio only or video only content. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A) Also applies to:  EN 301 549 Criteria  • 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  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Not Applicable | The product does not contain pre-recorded audio or video content. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A) Also applies to:  EN 301 549 Criteria  • 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  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Not Applicable | The product does not contain time-based media or synchronized media content. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  • 12.2.4 (Support Docs)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Partially Supports | For most elements in the Product, the information and relationship conveyed visually is available programmatically as well except, * Header and caption are missing for some tables.
* Programmatically Navigation is not available.
* Blank column headers are observed on some pages.
* Landmarks may be missing on some pages.
* Items presented visually as a list may not be announced as such for screen reader users.
 |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) |  Supports | There is meaningful sequence available for the product content |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508 • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Supports | Instructions provided for understanding and operating content in the product do not rely solely on sensory characteristics.  |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Supports | In the product, color is not used as the only visual means of conveying information, indicating an action, prompting a response or distinguishing a visual element  |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Not Applicable | The product does not contain audio content. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A) Also applies to:  EN 301 549 Criteria  • 9.2.1.1 (Web)  • 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  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Partially Supports | Most actionable elements in the Product, can be operated with keyboard except few instances.* Focus lands at non-actionable element
* Escape key does not work for closing Dialog box
 |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A) Also applies to:  EN 301 549 Criteria  • 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  • 501 (Web)(Software)  • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | There are no keyboard traps in the Product, and focus can be moved away from the focused components using only a keyboard interface.  |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A 2.1 only) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508 – Does not apply | Not Applicable | Character key shortcuts are not implemented in the product  |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A) Also applies to:  EN 301 549 Criteria  • 9.2.2.1 (Web)  • 10.2.2.1 (Non-webdocument)  • 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) Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Not Applicable | The product does not contain timing adjustable content. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | 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) (Level A) Also applies to:  EN 301 549 Criteria  • 9.2.3.1 (Web)  • 10.2.3.1 (Non-web document)  • 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  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Not Applicable | The product does not contain flashing content. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 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 | Supports | The product contain landmarks to skip the content that is repeated on multiple Web pages. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) |  Supports | The product have unique titles for all the pages while navigating workflows |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Partially Supports | Focus order is logical for majority of the focusable elements in the Product . However in some cases focus order is not managed correctly.* Focus is not managed correctly in New Work Group and New Order forms.
* In Manage workgroups focus doesn’t return to modal trigger when dismissed.
 |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Supports | In the product, the link purpose 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) Also applies to:  EN 301 549 Criteria  • 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 | Not Applicable | Functionality in the product does not use multipoint or path-based gestures for operation. |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (Level A 2.1 only) Also applies to:  EN 301 549 Criteria  • 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 | Supports | The product supports pointer cancellation and there is no function that executes on down-event. |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 only) Also applies to:  EN 301 549 Criteria  • 9.2.5.3 (Web)  • 10.2.5.3 (Non-web document)  • 11.2.5.3 (Open Functionality Software)  • 11.2.5.3 (Closed Software)  • 11.8.2 (Authoring Tool)  • 12.1.2 (Product Docs)  • 12.2.4 (Support Docs)  Revised Section 508 – Does not apply | Supports | All elements in the product, which have visible labels, includes the visible text in the programmatic name of the element. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 only) Also applies to:  EN 301 549 Criteria  • 9.2.5.4 (Web)  • 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)  Revised Section 508 – Does not apply | Not Applicable | No functionality in The product is operated by device motion or user motion. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A) Also applies to:  EN 301 549 Criteria  • 9.3.1.1 (Web)  • 10.3.1.1 (Non-webdocument)  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Supports | The default language of the web pages in The productis defined programmatically. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Supports | All of the user interface components in the product do not initiate a change of context when they receive focus  |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Supports | In the product, changing the setting of a control does not automatically cause a change of context. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | All the controls in the product, that have an error are identified and all error messages are described to user in text except in Upgrade order page* The presence of error message is not informed to the screen reader users
 |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A) Also applies to:  EN 301 549 Criteria  • 9.3.3.2 (Web)  • 10.3.3.2 (Non-web document)  • 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  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Partially Supports | Persistent labels for form fields are provided for majority of the form fields in the Product. However, in some cases persistent labels are not provided.* First and Last name fields in “New Customer” form of “Hardware” step in New POC Order flow.
 |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A) Also applies to:  EN 301 549 Criteria  • 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  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Supports | In the product, elements are marked according to HTML specifications. Elements have complete start and end tags and are nested according to their specifications and there are no duplicate attributes or duplicated IDs. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A) Also applies to:  EN 301 549 Criteria • 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  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Partially Supports | In the Product most elements convey their role, name and state to assistive technologies except for few instances.* Tooltip is announced as button.
* Screen reader identifies "+ Add" as clickable.
* State information is not announced for some elements in Renew Order form.
 |

###

### 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) (Level AA) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Not Applicable | The product does not contain Live audio content. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs | Not Applicable | The product does not contain pre-recorded video content. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (Level AA 2.1 only) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508 – Does not apply | Supports | The product doesn’t restrict its view 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) Also applies to:  EN 301 549 Criteria  • 9.1.3.5 (Web)  • 10.1.3.5 (Non-web document)  • 11.1.3.5 (Open Functionality Software)  • 11.1.3.5 (Closed Software)  • 11.8.2 (Authoring Tool)  • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)  Revised Section 508 – Does not apply | Supports | In the product, the purpose of input fields can be programmatically determined for the screens. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) |  Supports | All text content in the product meets the minimum required a contrast ratio. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Partially Supports | Text in the product can be zoomed up to 200% without major loss of content or overlap except for few instances:* Text content gets distorted and truncated and the pie charts on the dashboard get overlapped and truncated.
* The top navigation in the page is cut-off.
* The tab structure for the work groups is hidden beneath other containers on the page.
 |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA) Also applies to:  EN 301 549 Criteria • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Not Applicable | Images of text are not used in the product. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (Level AA 2.1 only) Also applies to:  EN 301 549 Criteria  • 9.1.4.10 (Web)  • 10.1.4.10 (Non-web document)  • 11.1.4.10.1 (Open Functionality Software)  • 11.1.4.10.2 (Closed Software)  • 11.8.2 (Authoring Tool)  • 12.1.2 (Product Docs)  • 12.2.4 (Support Docs)  Revised Section 508 – Does not apply | Does Not Support | The product does not support reflow. Pages don’t reflow correctly and either content gets lost or is not easy to locate. |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 only) Also applies to:  EN 301 549 Criteria  • 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 | Supports | In the product, all non-text content used to identify user interface components and states, has enough contrast ratio of 3:1 or more. |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (Level AA 2.1 only) Also applies to:  EN 301 549 Criteria  • 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 | Partially Supports | In the product, Text spacing is managed correctly for majority of the elements. However, in some cases Text spacing is not managed correctly.there is loss of content or functionality when text spacing rules are applied* Country/Region field in “New Customer” form of “Hardware” step in New POC Order flow.
 |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA 2.1 only) Also applies to:  EN 301 549 Criteria  • 9.1.4.13 (Web)  • 10.1.4.13 (Non-web document)  • 11.1.4.13 (Open Functionality Software)  • 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 | Partially Supports | In the Product , additional content that is visible on hover or focus, is persistent until user dismisses it. Also, additional content that blocks other content in the page can be dismissed without moving mouse or keyboard focus. However, in few instances user can’t hover mouse over the revealed content in the tooltip. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA) Also applies to:  EN 301 549 Criteria  • 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 • 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 | Supports | In the product there are multiple ways to locate the pages within the application |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA) Also applies to:  EN 301 549 Criteria  • 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  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Supports | In the product, all headings and labels are clear  |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Partially Supports | There is a clear visible keyboard focus outline for most of the interactive elements in the Product. However for few solid buttons the focus outline is not available. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA) Also applies to:  EN 301 549 Criteria  • 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)  Revised Section 508  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Partially Supports | To a major extent the content in the Product is presented in same language as the default language of the page. However in some pages where the content is presented in a different language the change of language is not identified. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA) Also applies to:  EN 301 549 Criteria  • 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  • 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  • 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 | Supports | Navigation mechanisms repeated on different pages in the product, are presented consistently in same relative order. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA) Also applies to:  EN 301 549 Criteria  • 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  • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool)  • 602.3 (Support Docs) – Does not apply to non-web doc  | Supports | Components that have the same functionality in the product are identified consistently across pages. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA) Also applies to:  EN 301 549 Criteria  • 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  • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Partially Supports | In the product, most of the error suggestions are descriptive for screen reader users except for one instance: * In the New Work Group form, when user TABs past the name text field without adding a name, the error is displayed as just Required which is not meaningful.
 |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA) Also applies to:  EN 301 549 Criteria  • 9.3.3.4 (Web)  • 10.3.3.4 (Non-webdocument)  • 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) Revised Section 508 • 501 (Web)(Software)  • 504.2 (Authoring Tool)  • 602.3 (Support Docs) | Not Applicable | The product does not cause legal commitments or financial transactions. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA 2.1 only) Also applies to:  EN 301 549 Criteria  • 9.4.1.3 (Web)  • 10.4.1.3 (Non-web document) – Does not apply  • 11.4.1.3 (Open Functionality Software) – Does not apply  • 11.4.1.3 (Closed Software) – Does not apply  • 11.8.2 (Authoring Tool)  • 12.1.2 (Product Docs)  • 12.2.4 (Support Docs)  Revised Section 508 – Does not apply. | Partially Supports | In the product, majority of status messages and notifications are announced by assistive technologies without moving user focus except for few instances.* In Renew Order form there is no announcement for screen users when content is updated.
 |

###

### Table 3: Success Criteria, Level AAA

Notes: AAA Success Criteria are not evaluated for this product.

## 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 allows vision-impaired users to access the pages with a screen reader. Some components may not convey name, role and state as disclosed in Table 1: 1.3.1, 2.1.1, 2.4.3, 3.3.1 and 4.1.2  |
| 302.2 With Limited Vision | Does Not Support | The product allows people with limited vision to access most features using screen readers or magnifiers. However the pages don’t reflow when zoomed and might be hard for some users to perceive the content as disclosed in Table 2: 2.4.7, 1.4.10 |
| 302.3Without Perception of Color | Supports | The product does not use color as the only way to convey information.  |
| 302.4Without Hearing | Supports | The product have no operation that requires users to hear. |
| 302.5With Limited Hearing | Supports | The product have no operation that requires users to hear. |
| 302.6Without Speech | Supports | The product does not require speech input control or operation. |
| 302.7With Limited Manipulation | Partially Supports | The Product can be operated by users with limited manipulation. Some functionality may not be available with keyboard only as disclosed in Table 1: 2.1.1 and in Table 2: 2.4.7 |
| 302.8With Limited Reach and Strength | Partially Supports | The Product can be operated by users with limited reach and strength. Some functionality may not be available with keyboard only as disclosed in Table 1: 2.1.1 and in Table 2: 2.4.7 |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Partially Supports | The product provides labels or instructions. However for some users it might be had to perceive elements without focus outline as disclosed in Table 2: 2.4.7, 3.3.2 |

### 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 2.1 AA** | See [WCAG 2.1](file:///C%3A/Users/dineshkumar.ti/OneDrive%20-%20HCL%20Technologies%20Ltd/All%20Files/VMWare/Scenarios_Schedule/VPAT2.4RevINT--February2020.doc#_WCAG_2.x_Report) section | See information in WCAG 2.1 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 2.1](file:///C%3A/Users/dineshkumar.ti/OneDrive%20-%20HCL%20Technologies%20Ltd/All%20Files/VMWare/Scenarios_Schedule/VPAT2.4RevINT--February2020.doc#_WCAG_2.x_Report) section | See information in WCAG 2.1 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 included in report.

## 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 can be operated by vision-impaired users. Some functionality may be difficult to use without vision. From WCAG 2.1 section see Table 1: 1.3.1, 2.1.1,2.4.3, 3.3.1 and 4.1.2  |
| **4.2.2 Usage with limited vision** | Does Not Support | The product allows people with limited vision to access most features using screen readers or magnifiers. However the pages don’t reflow when zoomed and might be hard for some users to perceive the content as disclosed in Table 2: 2.4.7, 1.4.10 |
| **4.2.3 Usage without perception of colour** | Supports | The productdoes not use color as the only way to convey information.  |
| **4.2.4 Usage without hearing** | Supports | The product have no operation that requires users to hear. |
| **4.2.5 Usage with limited hearing** | Supports | The product have no operation that requires users to hear. |
| **4.2.6 Usage with no or limited vocal capability.** | Supports | The product does not require speech input control or operation. |
| **4.2.7 Usage with limited manipulation or strength** | Partially Supports | The Product can be operated by users with limited manipulation or strength. Some functionality may not be available with keyboard only as disclosed in Table 1: 2.1.1 and in Table 2: 2.4.7 |
| **4.2.8 Usage with limited reach** | Partially Supports | The Product can be operated by users with limited reach. Some functionality may not be available with keyboard only as disclosed in Table 1: 2.1.1 and in Table 2: 2.4.7 |
| **4.2.9 Minimize photosensitive seizure triggers.** | Supports | In The product does not include any flashing content. |
| **4.2.10 Usage with limited cognition, language or learning** | Partially Supports | The product provides labels or instructions. However for some users it might be had to perceive elements without focus outline as disclosed in Table 2: 2.4.7, 3.3.2 |
| **4.2.11 Privacy** | Supports | The product maintains the privacy of assistive technology 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: The product supports standard assistive technologies and is, therefore not subject to Closed Functional Criteria described in this chapter.

### 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 2.1 Section

**Chapter [10: Non-Web Software](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf%22%20%5Cl%20%22%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 2.1](file:///C%3A/Users/dineshkumar.ti/OneDrive%20-%20HCL%20Technologies%20Ltd/All%20Files/VMWare/Scenarios_Schedule/VPAT2.4RevINT--February2020.doc#WCAG) section | 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 |
| ***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. | Supports | The product uses standard platform accessibility services. |
| 11.5.2.4 Assistive technology | Not Applicable | A 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 2.1](file:///C%3A/Users/dineshkumar.ti/OneDrive%20-%20HCL%20Technologies%20Ltd/All%20Files/VMWare/Scenarios_Schedule/VPAT2.4RevINT--February2020.doc#_WCAG_2.x_Report) section | See information in WCAG 2.1 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%22%20%5Cl%20%22%5B%7B%22num%22%3A187%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Not included in report

### 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.

## Legal Disclaimer (VMware)

*This VPAT is for information purposes only. The information contained in this VPAT represents VMware’s view regarding matters discussed herein as of the date of publication. Because of changing market conditions, this VPAT is not a commitment on the part of VMware, and VMware cannot guarantee the accuracy of any information presented after the date of publication. VMware makes no warranties, express or implied.*

*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.*

*VMware defers to* [*www.microsoft.com*](https://nam04.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.microsoft.com%2F&data=02%7C01%7Cdinesht%40vmware.com%7C88c3073df30644f5c4be08d800759f25%7Cb39138ca3cee4b4aa4d6cd83d9dd62f0%7C0%7C0%7C637259852475396425&sdata=1C5KZpS5CpvfZNG0tEn0GHe6VDCvZvHWBjgXr%2FbEwXo%3D&reserved=0) *for Windows and Windows application VPATS.*

*VMware defers third party applications and tools to the third-party supplier.*