# VMware Accessibility Conformance Report

# International Edition

**(Based on VPAT**® **Version 2.4)**

## Name of Product/Version:

Horizon Cloud Service - next-gen HCSNG2208

## Report Date:

December 2022

## Product Description:

Horizon Cloud Service - next-gen (herein referred to as “the Product”) provides a pod-less deployment architecture. The Product is a modern cloud-first, multi-cloud Desktop as a Service (DaaS) deployment with Thin Edge Infrastructure. The service provides you with a global view of your desktops and applications spanning across on-premises and cloud environments. Regardless of the location of your desktop and application deployments, Horizon Cloud Service enables you to consistently manage and monitor them.

**Clarity Disclaimer:** The Product was built using Clarity version:13.9.0 and Angular version:13.3.11. Please refer to the Clarity VPAT for more accessibility details.

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## Notes:

The information contained in this report applies to the product itself. To see accessibility conformance for supporting products, please go to the [VMWare Accessibility](https://www.vmware.com/help/accessibility.html) page.

## Product Type:

* Web: Yes
* Electronic Docs: No
* Software: No
* Closed: No
* Authoring Tool: No

## Evaluation Methods Used:

* NVDA screen reader Version 2021.3.5 with Chrome Version 101.0.4951.54 (Official Build) (64-bit) on Windows 11 Pro Version 21H2 (Build 22000.613)
* VoiceOver Version 10 (817.11) screen reader with Safari 15.4 (17613.1.17.1.13) on MAC OS MONTEREY 12.3.1 (21E258)
* Colour Contrast Analyzer Version 3.1.4
* Keyboard-only navigation
* Browser magnification
* Code inspection

## 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 2.0 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) (Level A)Also applies to:EN 301 549 Criteria* 9.1.1.1 (Web)

Revised Section 508* 501 (Web)(Software)
 | Supports | The Product provides a text 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) (Level A)Also applies to:EN 301 549 Criteria* 9.1.2.1 (Web)

Revised Section 508* 501 (Web)(Software)
 | 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) (Level A)Also applies to:EN 301 549 Criteria* 9.1.2.2 (Web)

Revised Section 508* 501 (Web)(Software)
 | 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) (Level A)Also applies to:EN 301 549 Criteria* 9.1.2.3 (Web)

Revised Section 508* 501 (Web)(Software)
 | 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) (Level A)Also applies to:EN 301 549 Criteria* 9.1.3.1 (Web)

Revised Section 508* 501 (Web)(Software)
 | Partially Supports | The Product conveys info and relationships in content that is available in text or can be programmatically determined on most pages. Examples of exceptions include: * Caption/Summary is not provided for the table on the Identify access page.
* Layout table is not marked as presentation programmatically on the Pool Template page.
* Radio buttons does not use grouping on Help page.
* Unnecessary heading is used on the Login page.
 |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | Supports | The Product presents content in a meaningful sequence. |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | 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) (Level A)Also applies to:EN 301 549 Criteria* 9.1.4.1 (Web)

Revised Section 508* 501 (Web)(Software)
 | Supports | The Product does not rely on color alone to communicate meaning. |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | Not Applicable | The product does not present any 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)

Revised Section 508* 501 (Web)(Software)
 | Partially Supports | The Product uses interactive elements which can be accessed via keyboard alone on most pages. Examples of exceptions include:* Interactive elements are not accessible via keyboard on several pages such as Info button on Home page.
 |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | Supports | The Product does not trap the keyboard focus. |
| [**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)

Revised Section 508 – Does not apply | 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) (Level A)Also applies to:EN 301 549 Criteria* 9.2.2.1 (Web)

Revised Section 508* 501 (Web)(Software)
 | 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) (Level A)Also applies to:EN 301 549 Criteria* 9.2.2.2 (Web)

Revised Section 508* 501 (Web)(Software)
 | 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)

Revised Section 508* 501 (Web)(Software)
 | 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)

Revised Section 508* 501 (Web)(Software)
 | Partially Supports | The Product provides a mechanism to bypass blocks of repeated content on most pages, except for couple of instances: Examples of exceptions include:* Banner landmark is not provided on the Switch to this Organization page.
* Navigation landmark is not defined programmatically on the Capacity page.
 |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | 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) (Level A)Also applies to:EN 301 549 Criteria* 9.2.4.3 (Web)

Revised Section 508* 501 (Web)(Software)
 | Partially Supports | The Product has a focus order that is meaningful on most pages. Examples of exceptions include:* Focus does not return to an expected location for modal dialogs on several pages, such as the for the cancel button on Identify page.
 |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | 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)Also applies to:EN 301 549 Criteria* 9.2.5.1 (Web)

Revised Section 508 – Does not apply | Not Applicable | The Product does not present web content that requires the use of pointer gestures. |
| [**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)

Revised Section 508 * 501 (Web)(Software)
 | 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)Also applies to:EN 301 549 Criteria* 9.2.5.3 (Web)

Revised Section 508 – Does not apply | Partially Supports | The Product provides names for interactive elements that contain the text which is presented visually for user interface components on most pages except for one instance.* Visual name is not defined programmatically for View button on the Capacity page.
 |
| [**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)

Revised Section 508 – Does not apply  | Not Applicable | The product does not offer any functionality that can be 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)

Revised Section 508* 501 (Web)(Software)
 | 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) (Level A)Also applies to:EN 301 549 Criteria* 9.3.2.1 (Web)

Revised Section 508* 501 (Web)(Software)
 | Partially Supports | The Product does not cause a change of context on focus on most pages except for couple of instances. Examples of exceptions include: * Change of context is initiated on input for couple of instances, such as the Search combo box found on the Home page.
 |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | Partially Supports  | The Product does not cause an unexpected change of context when interacting with elements on most pages.Examples of exceptions include: * Change of context occurs when link is activated in Help page, Test page and Home Sites page.
 |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | Partially Supports | The Product uses error identification on most pages except for one instance. * Form fields are not specified in the error messages on Domain Details page.
 |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | Partially Supports | The Product provides labels or instructions for input fields on all the pages, except for couple of instances. Examples of exceptions include: * Visual label is not provided for Combo boxes on the Notifications page and Switch to This Organization page.
 |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | 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) (Level A)Also applies to:EN 301 549 Criteria* 9.4.1.2 (Web)

Revised Section 508* 501 (Web)(Software)
 | Partially Supports | The Product provides the name, role, and value for user interface components that can be programmatically determined by assistive technologies for most pages. Examples of exceptions include: * Components including links, buttons do not provide the valid name on several pages, such as the Copy button found on the Header.
 |

### 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)

Revised Section 508* 501 (Web)(Software)
 | 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) (Level AA)Also applies to:EN 301 549 Criteria* 9.1.2.5 (Web)

Revised Section 508* 501 (Web)(Software)
 | 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)Also applies to:EN 301 549 Criteria* 9.1.3.4 (Web)

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)Also applies to:EN 301 549 Criteria* 9.1.3.5 (Web)

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) (Level AA)Also applies to:EN 301 549 Criteria* 9.1.4.3 (Web)

Revised Section 508* 501 (Web)(Software)
 | Partially Supports | The Product provides sufficient color contrast for text on most pages. Examples of exceptions include: * The text does not meet the minimum contrast ratio on several pages, such as the text on the Domain Registration page.
 |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | Partially Supports | The Product can be resized up to 200% without the loss of content or functionality using zoom or resize functionality offered by the host operating system on most pages except for one instance.* Identify Page data gets cropped and distorted when page is resized to 200%.
 |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | Not Applicable | The Product does not display any images. |
| [**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)

Revised Section 508 – Does not apply | Partially Supports | The Product allows 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 most pages, except for one instance:* Page reflows with two-dimensional scrolling, content loss, functionality when screen size is 400%.
 |
| [**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)

Revised Section 508 – Does not apply | Partially Supports | The Product provides sufficient color contrast for user interface components and graphical objects on most pages.Examples of exceptions include: * Graphical objects and user interface do not provide a sufficient contrast ratio on several pages, such as Toggle button on the Domain registration page.
 |
| [**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)

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:* Text spacing is not adopted on the Buttons and Combo Boxes on several pages such as Start button on Home 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)Also applies to:EN 301 549 Criteria* 9.1.4.13 (Web)

Revised Section 508 – Does not apply | Partially Supports | The Product provides content that becomes available on hover or focus, which can be dismissible, hover able, and persistent on all the pages, except for one instance:* Tool tip is not able to hover through pointer on the home page.
 |
| [**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)

Revised Section 508* 501 (Web)(Software) – Does not apply to non-web software
 | 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) (Level AA)Also applies to:EN 301 549 Criteria* 9.2.4.6 (Web)

Revised Section 508* 501 (Web)(Software)
 | Supports | The Product provides descriptive and unique headings and labels. |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | Supports | The Product provides clearly visible focus indicators.  |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | Partially Supports | The Product provides inline changes language that can be programmatically determined by assistive technologies on most pages except for one instance.* The Language attribute is not defined programmatically on the home page.
 |
| [**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)

Revised Section 508* 501 (Web)(Software) – Does not apply to non-web software
 | 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) (Level AA)Also applies to:EN 301 549 Criteria* 9.3.2.4 (Web)

Revised Section 508* 501 (Web)(Software) – Does not apply to non-web software
 | Supports | The Product identifies elements consistently on all 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)

Revised Section 508* 501 (Web)(Software)
 | Supports | The Product provides appropriate error suggestions in the console output.  |
| [**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)

Revised Section 508* 501 (Web)(Software)
 | Not Applicable | The Product does not cause legal commitments or create 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)

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 pages except for couple of instances.Examples of exceptions include:* Status message is not determined by the assistive technology on most pages such as Login Page and Add Image Version 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 | 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: 1.3.1,2.1.1,2.4.1,2.4.3,3.2.1, 3.2.2,3.3.1, 4.1.2.Table 2: 3.1.2, 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: 1.3.1,2.1.1,2.4.1,2.4.3,3.2.1, 3.2.2,3.3.1,3.3.2, 4.1.2 .Table 2: 1.4.3,1.4.4, 3.1.2. |
| 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: 3.3.1.Table 2: 1.4.3. |
| 302.4Without Hearing | Partially Supports | The Product provides at least one mode of operation that enables users without hearing to use its features. A few challenges may occur while accessing the application as disclosed in: Table 2: 3.1.2. |
| 302.5With Limited Hearing | Partially Supports | The Product provides at least one mode of operation that enables users with limited hearing to use its features. A few challenges may occur while accessing the application as disclosed in:Table 2: 3.1.2 |
| 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: 2.1.1,2.4.1,2.4.3,3.2.1,4.1.2. |
| 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: 2.1.1,2.4.1,2.4.3,3.2.1,3.2.2. |
| 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: 1.3.1,2.1.1,2.4.1,2.4.3,3.2.1,3.2.2, 3.3.1,3.3.2, 4.1.2.Table 2: 3.1.2, 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: 1.3.1,2.1.1,2.4.1,2.4.3,2.5.3, 3.2.1,3.2.2,3.3.1,3.3.2, 4.1.2Table 2: 3.1.2,4.1.3 |
| **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: 1.3.1,2.1.1,2.4.1,2.4.3,2.5.3, 3.2.1,3.2.2,3.3.1,3.3.2,4.1.2Table 2: 1.4.3,1.4.4,1.4.10,1.4.11, 1.4.12,1.4.13,3.1.2. |
| **4.2.3 Usage without 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: 3.3.1Table 2: 1.4.3,1.4.11 |
| **4.2.4 Usage without hearing** | **Partially Supports** | The Product provides at least one mode of operation that enables users without hearing to use its features. A few challenges may occur while accessing the application as disclosed in:Table 2: 3.1.2 |
| **4.2.5 Usage with limited hearing** | **Partially Supports** | The Product provides at least one mode of operation that enables users with limited hearing to use its features. A few challenges may occur while accessing the application as disclosed in: Table 2: 3.1.2 |
| **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: 2.1.1,2.4.1,2.4.3,2.5.3,3.2.1, 3.2.2,4.1.2.Table 2: 1.4.13. |
| **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: 2.1.1,2.4.1,2.4.3,2.5.3,3.2.1, 3.2.2.Table 2: 1.4.13. |
| **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: 1.3.1,2.1.1,2.4.1,2.4.3,2.5.3, 3.2.1,3.2.2,3.3.1,3.3.2,4.1.2.Table 2: 1.4.12,3.1.2,4.1.3. |
| **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%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.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 |
| 11.5.2.2Platform 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 | See information in 11.5.2.5 through 11.5.2.17 |  See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.4 Assistive technology | Not Applicable | The Product is not a platform software. |
| 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 a platform software. |
| 11.8.4 Repair assistance | Not Applicable | The Product is not a platform software. |
| 11.8.5 Templates | Not Applicable | The Product is not a platform software. |

### 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 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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