# VMware Accessibility Conformance Report

# International Edition

**(Based on VPAT**® **Version 2.4)**

## Name of Product/Version:

VMware® Learning Platform™ 5.0

## Report Date:

September 2021

## Product Description:

VMware® Learning Platform™ (herein referred to as “the Product”) is a complete learning environment that integrates instructional materials, rich VM (virtual machine) labs, video, social media, and more. VMware Learning Platform is cloud-based, and its content management tool includes features to run and track training labs and courses.

**Clarity Disclaimer:** VMware® Learning Platform™ was built using Clarity version 5 and Angular version 11.2.5. Please refer to the Clarity VPAT and Google Angular 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:

## Product Type:

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

## Evaluation Methods Used:

* NVDA 2021.1 screen reader with Chrome on Windows 93.0.4577.82
* VoiceOver 10 screen reader with Safari 14.1.2 on macOS 11.5.2
* Colour Contrast Analyzer
* 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.x Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### Table 1: Success Criteria, Level A

Notes:

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) |  |  |
| [**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) |  |  |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) |  |  |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) |  |  |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color)  |  |  |
| [**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)  |  |  |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping)  |  |  |
| [**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)  |  |  |
| [**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) |  |  |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title)  |  |  |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order)  |  |  |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs)  |  |  |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 only)Revised Section 508 – Does not apply |  |  |
| [**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 |  |  |
| [**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 |  |  |
| [**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)  |  |  |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus)  |  |  |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change)  |  |  |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified)  |  |  |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) |  |  |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses)  |  |  |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) |  |  |

### 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) |  |  |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (Level AA 2.1 only)Revised Section 508 – Does not apply |  |  |
| [**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 |  |  |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) |  |  |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) |  |  |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) |  |  |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (Level AA 2.1 only)Revised Section 508 – Does not apply |  |  |
| [**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 |  |  |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (Level AA 2.1 only)Revised Section 508 – Does not apply |  |  |
| [**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 |  |  |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) |  |  |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) |  |  |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) |  |  |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) |  |  |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) |  |  |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) |  |  |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) |  |  |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) |  |  |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA 2.1 only)Revised Section 508 – Does not apply |  |  |

### 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 |  |  |
| 302.2 With Limited Vision |  |  |
| 302.3Without Perception of Color |  |  |
| 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 |  |  |
| 302.8With Limited Reach and Strength |  |  |
| 302.9With Limited Language, Cognitive, and Learning Abilities |  |  |

### 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** |  |  |
| **4.2.2 Usage with limited vision** |  |  |
| **4.2.3 Usage without perception of colour** |  |  |
| **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 without speech to use its features.] |
| **4.2.7 Usage with limited manipulation or strength** |  |  |
| **4.2.8 Usage with limited reach** |  |  |
| **4.2.9 Minimize photosensitive seizure triggers** |  |  |
| **4.2.10 Usage with limited cognition, language or learning** |  |  |
| **4.2.11 Privacy** |  |  |

### 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: [Delete table if product has no videos and provide “Not Applicable” for Notes]

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| ***7.1 Caption processing technology*** | Heading cell – no response required | Heading cell – no response required |
| 7.1.1 Captioning playback |  |  |
| 7.1.2 Captioning synchronization |  |  |
| 7.1.3 Preservation of captioning |  |  |
| 7.1.4 Captions characteristics |  |  |
| 7.1.5 Spoken subtitles |  |  |
| 7.2.1 Audio description playback |  |  |
| 7.2.2 Audio description synchronization |  |  |
| 7.2.3 Preservation of audio description |  |   |
| 7.3 User controls for captions and audio description |  |  |

### 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 |
| ***11.5.2.2 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%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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