

VMware Accessibility Conformance Report

VPAT® Version 2.0 – May 2018

Name of Product/Version: VMware Identity Manager(VIDM) 3.2

Product Description:

VMware Workspace™ ONE™ is a secure enterprise platform that delivers and manages applications on iOS, Android, and Windows 10 devices. Identity, application, and enterprise mobility management are integrated into the Workspace ONE platform.

VMware Identity Manager™ services provide the identity-related components, including authentication for users who single sign-on to their resources for the VMware Workspace ONE platform. You create a set of policies that relate to networking and authentication to control access to these resources. VMware Identity Manager comes as a cloud product, or as an on-premise installation.

VMware Identity Manage is the core service of VMware Workspace ONE. In some ways or in a sense, VIDM is generally considered equivalent to Workspace One. Therefore, we use VMware Workspace One in the description of hereinafter.

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For more accessibility information, please find from website: [VMWare Accessibility](#)

Notes:

Beyondsoft, based on their independent testing of the generally available product version noted, has created this VPAT Report.

Evaluation Methods Used:

Using the combination methods of third-party automation tools and manual test.

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A - Yes Level AA - Yes Level AAA - Yes
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard	No

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.
- **Supports with Exceptions:** 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 2.0 Report

Tables 1 and 2 also document conformance with following:

- 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 2.0 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](#).

Table 1: Success Criteria, Level A

Criteria	Description	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed in WCAG 2.0 1.1.1.</p>	<p>Supports with Exceptions</p>	<p>Most of the non-text content has text alternative that serves equivalent purpose. However, some images and controls, such as the logo image, does not provide text alternative.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <ul style="list-style-type: none"> • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. 	<p>Not Applicable</p>	<p>The VMware Workspace ONE does not contain Audio-only and Video-only media.</p>

Criteria	Description	Conformance Level	Remarks and Explanations
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <ul style="list-style-type: none"> • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. 	Not Applicable	The VMware Workspace ONE does not contain prerecorded audio-only and prerecorded video-only media.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Not Applicable	The VMware Workspace ONE does not contain time-based media or synchronized media.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Supports with Exceptions	Some titles, lists and input boxes are available in text and can be read by screen reader. However, the table structure, pop up window, tips and some hidden content cannot be read by screen reader.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Supports	The correct reading sequence is presented and can be read by screen reader.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: 2017 Section 508</p>	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.	Supports with Exceptions	Most instructions provided for understanding and operating content do not rely solely on sensory characteristics of components.

Criteria	Description	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 			However, there are some exceptions, such as the system status indicator in diagnostic page and the loading status when add user rely solely on the shape of the components.
1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports with Exceptions	Most information in VMware Workspace ONE does not use color as the only visual method to convey information. However, for some user components, the error message is only indicated by changing the outline color to red without any text description.
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.	Not Applicable	The VMware Workspace ONE does not contain audio content plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.	Supports with Exceptions	Most component in VMware Workspace ONE support keyboard access. However, some controls cannot be access from keyboard such as some tips and buttons in catalog page.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.	Supports	No keyboard Trap in VMware Workspace ONE.
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Timing Adjustable: For each time limit that is set by the content, at least one of the following is true: <ul style="list-style-type: none"> Turn off: User is allowed to turn off time limit before encountering it; or Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that 	Not Applicable	No time limit is set in VMware Workspace ONE.

Criteria	Description	Conformance Level	Remarks and Explanations
	<p>is at least ten times the length of the default setting; or</p> <ul style="list-style-type: none"> • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. 		
<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. 	Not Applicable	VMware Workspace ONE does not contain moving, blinking, scrolling or auto-updating information.
<p>2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web pages do not contain anything that flashes more than three times in any one-second period, or the flash is below the general flash and red flash thresholds.</p>	Not Applicable	VMware Workspace ONE does not have content that flashes more than three times in one second or below thresholds.

Criteria	Description	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 			
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 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 	<p>A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p>	<p>Does Not Support</p>	<p>The VMware Workspace ONE does not have bypass blocks to skip the repeated content.</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web pages have titles that describe topic or purpose.</p>	<p>Supports</p>	<p>The pages in VMware workspace ONE have titles that describe its topic.</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	<p>Supports with Exceptions</p>	<p>In most of the pages in VMware Workspace ONE, the content receives focus in an order that is consistent with the meaning of the content. However, in login page, the focus order is inappropriate when using tab key to navigate.</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.</p>	<p>Supports</p>	<p>The purpose of each link in VMware Workspace ONE can be determined from the link text together with its context.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	<p>The default human language of each Web page can be programmatically determined.</p>	<p>Does Not Support</p>	<p>The language of the web page is not specified in html tag for VMware Workspace ONE.</p>

Criteria	Description	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 			
3.2.1 On Focus (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	When any component receives focus, it does not initiate a change of context.	Supports	The context is not changed when component receives focus in VMware Workspace ONE.
3.2.2 On Input (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.	Supports with Exceptions	For most components in VMware Workspace ONE, changing the settings does not automatically cause a change in context. However, in catalog settings page, changing the setting for Enable approvals will cause a change in context and users does not be notified in advance.
3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Does Not Support	The error message in VMware Workspace ONE is not described to user in text by screen reader.
3.3.2 Labels or Instructions (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Labels or instructions are provided when content requires user input.	Supports with Exceptions	Most content requires user input can provide labels or instruction. However, some combo box and edit boxes are not associated with label and no other instructions provided in some modules.
4.1.1 Parsing (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.	Supports with Exceptions	The pages in VMware workspace one is well formed in markup language. However, duplicate ID issues are found in some modules.
4.1.2 Name, Role, Value (Level A) Also applies to:	For all user interface components (including but not limited to: form elements, links and	Supports	Screen reader can read the name and role for user interface components.

Criteria	Description	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.		

Table 2: Success Criteria, Level AA

Criteria	Description	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Captions are provided for all live audio content in synchronized media.	Not Applicable	VMware Workspace ONE does not contain synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Audio description is provided for all prerecorded video content in synchronized media.	Not Applicable	VMware Workspace ONE does not contain synchronized media.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: <ul style="list-style-type: none"> • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. 	Supports with Exceptions	Most of the text in VMware Workspace ONE has a contrast ratio of at least 4.5:1. But the contrast ratio for some buttons, tabs and copyright text does not meet the minimum requirement of WCAG 2.0

Criteria	Description	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. 		
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	Does Not Support	Truncation and overlap occurs when resize the page to 200%.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <ul style="list-style-type: none"> Customizable: The image of text can be visually customized to the user's requirements; Essential: A particular presentation of text is essential to the information being conveyed. 	Supports	Except for the Workspace ONE logo, there is no Image of text on VMware Workspace ONE website.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 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 	<p>More than one way is available 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.</p>	Supports	The VMware Workspace ONE contains search function and navigation landmark to locate a web page within the website.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Headings and labels describe topic or purpose.	Supports with Exceptions	Most of the pages in VMware Workspace ONE have headings and labels to describe topic. However, the heading level is not properly set in some modules.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: 2017 Section 508</p>	Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Supports with Exceptions	Most components have visible indicators when receiving focus, except for some

Criteria	Description	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 			buttons, menus and tabs, such as the save button on database connection page and the navigation tab.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	Supports	The language of VMware Workspace One is changed with the browser language changing. And some Individual words or phrases still is the default language, such as Web, WS-Feb Web
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 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 	Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless the user initiates a change.	Supports	The navigational mechanism occurs in same relative order within the website.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 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 	Components that have the same functionality within a set of Web pages are identified consistently.	Supports	The functional components in website are identified consistently.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	Not Applicable	The VMware Workspace ONE does not have error suggestion function.

Criteria	Description	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 			
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ol style="list-style-type: none"> 1. Reversible: Submissions are reversible. 2. Checked: Data entered by the user is checked for input errors. Moreover, the user is provided an opportunity to correct them. 3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalize the submission. 	Not Applicable	The VMware Workspace ONE does not contain web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test

Table 3: Success Criteria, Level AAA

Criteria	Description	Conformance Level	Remarks and Explanations
<p>1.2.6 Sign Language (Prerecorded) (Level AAA)</p> <p>Also applies to: 2017 Section 508 – Does not apply</p>	Sign language interpretation is provided for all prerecorded audio content in synchronized media.	Not Applicable	The VMware Workspace ONE does not contain Audio and Video media.
<p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA)</p> <p>Also applies to: 2017 Section 508 – Does not apply</p>	Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all prerecorded video content in synchronized media.	Not Applicable	The VMware Workspace ONE does not contain Audio and Video media.
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA)</p> <p>Also applies to: 2017 Section 508 – Does not apply</p>	An alternative for time-based media is provided for all prerecorded synchronized media and for all prerecorded video-only media.	Not Applicable	The VMware Workspace ONE does not contain Audio and Video media.
<p>1.2.9 Audio-only (Live) (Level AAA)</p> <p>Also applies to: 2017 Section 508 – Does not</p>	An alternative for time-based media that presents equivalent information for live audio-only content is provided.	Not Applicable	The VMware Workspace ONE does not contain live Audio content.

Criteria	Description	Conformance Level	Remarks and Explanations
apply			
<p>1.4.6 Contrast Enhanced (Level AAA) Also applies to: 2017 Section 508 – Does not apply</p>	<p>The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following: Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.</p>	Supports with Exceptions	Most of the text in VMware Workspace ONE has a contrast ratio of at least 7:1. However, the contrast ratio for the text on some buttons and links does not.
<p>1.4.7 Low or No Background Audio (Level AAA) Also applies to: 2017 Section 508 – Does not apply</p>	<p>For prerecorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true: No Background: The audio does not contain background sounds. Turn Off: The background sounds can be turned off. 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds.</p>	Not Applicable	The VMware Workspace ONE does not contain Audio and Video media.
<p>1.4.8 Visual Presentation (Level AAA) Also applies to: 2017 Section 508 – Does not apply</p>	<p>For the visual presentation of blocks of text, a mechanism is available to achieve the following: Foreground and background colors can be selected by the user. Width is no more than 80 characters or glyphs (40 if CJK). Text is not justified (aligned to both the left and the right margins). Line spacing (leading) is at least space-and-a-half</p>	Supports with Exceptions	<p>.Users can customize logos, fonts, and background on User Portal, but cannot select foreground and background colors on Admin view. .Lines exceed 80 characters on copyright content, document text etc. .The text in "Appliance Settings", copy right etc. does not have at least space-and-a-half Line spacing and at least 1.5 times larger</p>

Criteria	Description	Conformance Level	Remarks and Explanations
	within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing. Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.		than the line spacing Paragraph spacing. In addition, users have to scroll horizontally to read a line of text on a full-screen window when resized the web page to 200%.
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed.	Supports	Except for the Workspace ONE logo, there is no Image of text on VMware Workspace ONE website.
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: 2017 Section 508 – Does not apply	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.	Supports with Exceptions	Most components in VMware Workspace ONE support keyboard access. However, some controls cannot be access from keyboard such as some tips and buttons in catalog page.
2.2.3 No Timing (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events.	Not Applicable	There is no timing related content on VMware Workspace ONE website.
2.2.4 Interruptions (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency.	Not Applicable	There is no interruption related content on VMware Workspace ONE website.
2.2.5 Re-authenticating (Level AAA) Also applies to: 2017 Section 508 – Does not apply	When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating.	Does Not Support	After a successful re-authenticating, users cannot continue the previous process and the data previously entered is lost.
2.3.2 Three Flashes (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web pages do not contain anything that flashes more than three times in any one-second period.	Supports	VMware Workspace ONE web pages do not contain anything that flashes more than three times in any one-second period.
2.4.8 Location (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Information about the user's location within a set of Web pages is available.	Supports	Menus always display on the header of the page, users can obtain their location and direct to new menu through the menus.

Criteria	Description	Conformance Level	Remarks and Explanations
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: 2017 Section 508 – Does not apply	A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general.	Supports	All links can be identified through their link text.
2.4.10 Section Headings (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Section headings are used to organize the content.	Supports with Exceptions	All content in VIDM3.2 documentation has Section headings. Most pages in VMware Workspace ONE have headings and labels to describe topic. However, the heading level is not properly set in some modules.
3.1.3 Unusual Words (Level AAA) Also applies to: 2017 Section 508 – Does not apply	A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon.	Not Applicable	No unusual Words used in VMware Workspace ONE web page.
3.1.4 Abbreviations (Level AAA) Also applies to: 2017 Section 508 – Does not apply	A mechanism for identifying the expanded form or meaning of abbreviations is available.	Does not Support	None of abbreviations in VMware Workspace ONE web pages has expanded form or meaning of abbreviations.
3.1.5 Reading Level (Level AAA) Also applies to: 2017 Section 508 – Does not apply	When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available.	Does not Support	VMware Workspace One does not provide the supplemental content for proper names.
3.1.6 Pronunciation (Level AAA) Also applies to: 2017 Section 508 – Does not apply	A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation.	Not Applicable	In VMware Workspace ONE web page, no words cause ambiguous meaning without knowing the pronunciation.
3.2.5 Change on Request (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Changes of context are initiated only by user request or a mechanism is available to turn off such changes.	Supports	All requests can be initiated or enabled/disabled by users on VMware Workspace ONE web pages.
3.3.5 Help (Level AAA) Also applies to: 2017 Section 508 – Does not	Context-sensitive help is available.	Supports	Context-sensitive help is available on VMware Workspace ONE web pages.

Criteria	Description	Conformance Level	Remarks and Explanations
apply			
3.3.6 Error Prevention (All) (Level AAA) Also applies to: 2017 Section 508 – Does not apply	For Web pages that require the user to submit information, at least one of the following is true: Reversible: Submissions are reversible. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Supports	Workspace ONE supports reversible submission, data input check and information confirmation before finalizing the submission.

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Description	Conformance Level	Remarks and Explanations
302.1 Without Vision	Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supports with Exceptions	Most features allow vision-impaired users to use screen readers to interact with user interface elements. However, some features have accessibility issues that affect vision-impaired users.
302.2 With Limited Vision	Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Supports with Exceptions	Most features allow low vision users to use tools such as screen readers/Magnifier to interact with user interface elements. However, low vision users could not use larger text tool to interact with user interface.
302.3 Without Perception of Color	Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supports	VMware Workspace One has build-in features that allow users to customize logos, fonts and background color for application.
302.4 Without Hearing	Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	VMware Workspace One features are available to people who are deaf or hard of hearing. There is no operation requires user

Criteria	Description	Conformance Level	Remarks and Explanations
			hearing.
302.5 With Limited Hearing	Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	VMware Workspace One features are available to people who are deaf or hard of hearing. There is no operation requires user hearing.
302.6 Without Speech	Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	VMware Workspace One does not require user speech.
302.7 With Limited Manipulation	Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Supports	Using VMware workspace ONE does not require simultaneous manual operations or fine motor control.
302.8 With Limited Reach and Strength	Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supports	VMware workspace ONE can be operated by people with limited reach and limited strength. There is no operation requires user with reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports	VMware workspace ONE is compatible with screen reader and provides instruction when requires user input. Therefore, there are no restricting actions and effects for limited language, cognitive and learning abilities users.

Chapter 4: Hardware

All criteria of chapter 4 are Not Applicable for VMware VIDM, as it is Software Application, not a Hardware.

Criteria	Description	Conformance Level	Remarks and Explanations
402 Closed Functionality		Heading cell – no response required	Heading cell – no response required
402.1 General		Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled		Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Speech output shall be provided for all information displayed on-screen.	Not Applicable	

Criteria	Description	Conformance Level	Remarks and Explanations
402.2.2 Transactional Outputs	Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Speech output shall be delivered through a mechanism that is readily available to all users, including, but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human, or synthesized. Speech output shall be coordinated with information displayed on the screen.	Not Applicable	
402.2.4 User Control	Speech output for any single function shall be automatically interrupted when a transaction is selected. Speech output shall be capable of being repeated and paused.	Not Applicable	
402.2.5 Braille Instructions	Where speech output is required by 402.2, braille instructions for initiating the speech mode of operation shall be provided. Braille shall be contracted and shall conform to 36 CFR part 1191, Appendix D, Section 703.3.1.	Not Applicable	
402.3 Volume		Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	
402.3.2 Non-private Listening	Where ICT provides non-private listening, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. A function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	
402.4 Characters on Display Screens	At least one mode of characters displayed on the screen shall be in a sans serif font. Where ICT does not provide a screen enlargement feature, characters shall be 3/16 inch (4.8 mm) high	Not Applicable	

Criteria	Description	Conformance Level	Remarks and Explanations
	minimum based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.		
402.5 Characters on Variable Message Signs	Characters on variable message signs shall conform to section 703.7 Variable Message Signs of ICC A117.1-2009 (incorporated by reference, see 702.6.1).	Not Applicable	
403 Biometrics		Heading cell – no response required	Heading cell – no response required
403.1 General	Where provided, biometrics shall not be the only means for user identification or control.	Not Applicable	
404 Preservation of Information Provided for Accessibility		Heading cell – no response required	Heading cell – no response required
404.1 General	ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	Not Applicable	
405 Privacy		Heading cell – no response required	Heading cell – no response required
405.1 General	The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is enabled, the screen shall not blank automatically.	Not Applicable	
406 Standard Connections		Heading cell – no response required	Heading cell – no response required
406.1 General	Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.	Not Applicable	
407 Operable Parts		Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters	Not Applicable	

Criteria	Description	Conformance Level	Remarks and Explanations
	or symbols on a dark background or dark characters or symbols on a light background.		
407.3 Input Controls		Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Input controls shall be operable by touch and tactilely discernible without activation.	Not Applicable	
407.3.2 Alphabetic Keys	Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the “F” and “J” keys shall be tactilely distinct from the other keys.	Not Applicable	
407.3.3 Numeric Keys	Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout. The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to ITU-T Recommendation E.161 (incorporated by reference, see 702.7.1).	Not Applicable	
407.4 Key Repeat	Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.	Not Applicable	
407.5 Timed Response	Where a timed response is required, the user shall be alerted visually, as well as by touch or sound, and shall be given the opportunity to indicate that more time is needed.	Not Applicable	
407.6 Operation	At least one mode of operation shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the ticket, fare card, or keycard.	Not Applicable	
407.8 Reach Height and Depth		Heading cell – no	Heading cell – no response required

Criteria	Description	Conformance Level	Remarks and Explanations
		response required	
407.8.1 Vertical Reference Plane	Operable parts shall be positioned for a side reach or a forward reach determined with respect to a vertical reference plane. The vertical reference plane shall be located in conformance to 407.8.2 or 407.8.3.	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.	Not Applicable	
407.8.2 Side Reach	Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Where the operable part is located 10 inches (255 mm) or less beyond the vertical reference plane, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.	Not Applicable	
407.8.2.2 Obstructed Side Reach	Where the operable part is located more than 10 inches (255 mm), but not more than 24 inches (610 mm), beyond the vertical reference plane, the height of the operable part shall be 46 inches (1170 mm) high maximum and 15 inches (380 mm) high minimum above the floor. The operable part shall not be located more than 24 inches (610 mm) beyond the vertical reference plane.	Not Applicable	
407.8.3 Forward Reach	Operable parts of ICT providing a forward reach shall conform to 407.8.3.1 or 407.8.3.2. The vertical reference plane shall be centered, and	Not Applicable	

Criteria	Description	Conformance Level	Remarks and Explanations						
	intersect with, the operable part. Where a forward reach allows a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.								
407.8.3.1 Unobstructed Forward Reach	Where the operable part is located at the leading edge of the maximum protrusion within the length of the vertical reference plane of the ICT, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.	Not Applicable							
407.8.3.2 Obstructed Forward Reach	Where the operable part is located beyond the leading edge of the maximum protrusion within the length of the vertical reference plane, the operable part shall conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).	Not Applicable							
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	The height of the operable part shall conform to Table 407.8.3.2.1.	Not Applicable							
	<table border="1"> <thead> <tr> <th data-bbox="537 836 837 873">Reach Depth</th> <th data-bbox="840 836 1121 873">Operable Part Height</th> </tr> </thead> <tbody> <tr> <td data-bbox="537 878 837 948">Less than 20 inches (510 mm)</td> <td data-bbox="840 878 1121 948">48 inches (1220 mm) maximum</td> </tr> <tr> <td data-bbox="537 953 837 1024">20 inches (510 mm) to 25 inches (635 mm)</td> <td data-bbox="840 953 1121 1024">44 inches (1120 mm) maximum</td> </tr> </tbody> </table>			Reach Depth	Operable Part Height	Less than 20 inches (510 mm)	48 inches (1220 mm) maximum	20 inches (510 mm) to 25 inches (635 mm)	44 inches (1120 mm) maximum
	Reach Depth			Operable Part Height					
Less than 20 inches (510 mm)	48 inches (1220 mm) maximum								
20 inches (510 mm) to 25 inches (635 mm)	44 inches (1120 mm) maximum								
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Knee and toe space under ICT shall be 27 inches (685 mm) high minimum, 25 inches (635 mm) deep maximum, and 30 inches (760 mm) wide minimum and shall be clear of obstructions.	Not Applicable							
408 Display Screens		Heading cell – no response required	Heading cell – no response required						
408.2 Visibility	Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.	Not Applicable							
408.3 Flashing	Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second	Not Applicable							

Criteria	Description	Conformance Level	Remarks and Explanations
	period.		
409 Status Indicators		Heading cell – no response required	Heading cell – no response required
409.1 General	Where provided, status indicators shall be discernible visually and by touch or sound.	Not Applicable	
410 Color Coding		Heading cell – no response required	Heading cell – no response required
410.1 General	Where provided, color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not Applicable	
411 Audible Signals		Heading cell – no response required	Heading cell – no response required
411.1 General	Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response	Not Applicable	
412 ICT with Two-Way Voice Communication		Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain		Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	A method for increasing volume shall be provided for non-wireline ICT.	Not Applicable	
412.3 Interference Reduction and Magnetic Coupling		Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1).	Not Applicable	
412.3.2 Wireline Handsets	ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see 702.9.1).	Not Applicable	
412.4 Digital Encoding of Speech	ICT in IP-based networks shall transmit and receive speech that is digitally encoded in the	Not Applicable	

Criteria	Description	Conformance Level	Remarks and Explanations
	manner specified by ITU-T Recommendation G.722.2 (incorporated by reference, see 702.7.2) or IETF RFC 6716 (incorporated by reference, see 702.8.1).		
412.5 Real-Time Text Functionality	[Reserved]	Reserved for future	Reserved for future
412.6 Caller ID	Where provided, caller identification and similar telecommunications functions shall be visible and audible.	Not Applicable	
412.7 Video Communication	Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.	Not Applicable	
412.8 Legacy TTY Support		Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	ICT shall include a standard non-acoustic connection point for TTYs.	Not Applicable	
412.8.2 Voice and Hearing Carry Over	ICT shall provide a microphone capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	
412.8.3 Signal Compatibility	ICT shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols where the system interoperates with the Public Switched Telephone Network (PSTN).	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Where provided, voice mail, auto-attendant, interactive voice response, and caller identification systems shall be usable with a TTY.	Not Applicable	
413 Closed Caption Processing Technologies		Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Players and displays shall decode closed caption data and support display of captions.	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Cabling and ancillary equipment shall pass through caption data.	Not Applicable	
414 Audio Description Processing Technologies		Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Digital television tuners shall provide audio description processing that conforms to ATSC A/53 Digital Television Standard, Part 5 (2014)	Not Applicable	

Criteria	Description	Conformance Level	Remarks and Explanations
	(incorporated by reference, see 702.2.1). Digital television tuners shall provide processing of audio description when encoded as a Visually Impaired (VI) associated audio service that is provided as a complete program mix containing audio description according to the ATSC A/53 standard.		
414.1.2 Other ICT	ICT other than digital television tuners shall provide audio description processing.	Not Applicable	
415 User Controls for Captions and Audio Descriptions		Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	Not Applicable	
415.1.2 Audio Description Controls	Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	Not Applicable	

Chapter 5: Software

Criteria	Description	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology		Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Not Applicable	VMware Workspace ONE is not a Platform software.
502.2.2 No Disruption of Accessibility Features	Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports	VMware Workspace ONE does not disrupt platform accessibility features.
502.3 Accessibility Services		Heading cell – no response required	Heading cell – no response required

Criteria	Description	Conformance Level	Remarks and Explanations
502.3.1 Object Information	The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Supports with Exceptions	Most objects can be detected and read by screen reader. However, some description for edit box and the states of some object cannot be read by screen reader.
502.3.2 Modification of Object Information	States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	VMware Workspace ONE software does not provide any interfaces to modify objects information.
502.3.3 Row, Column, and Headers	If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Not Applicable	VMware Workspace ONE software does not contain data table.
502.3.4 Values	Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Supports with Exceptions	The values associated with most objects are available to users and can be read by screen reader. However, some values for objects cannot be detected by keyboard and cannot be read by screen reader. Such as clickable components in the catalog page.
502.3.5 Modification of Values	Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports with Exceptions	The detected values of most objects can be set through keyboard or touching screen. However, the values for undetected objects cannot be modified.
502.3.6 Label Relationships	Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Supports with Exceptions	Most labels in the software can be detected and read by screen reader. However, some labels, such as the label for edit box of re-enter, cannot be read by screen reader.
502.3.7 Hierarchical Relationships	Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Supports with Exceptions	Most objects' hierarchical relationships information in VMware Workspace ONE software can be obtained by screen reader. However, some objects in the catalog page cannot be detected by keyboard and the hierarchical relationships information be obtained by screen

Criteria	Description	Conformance Level	Remarks and Explanations
			reader.
502.3.8 Text	The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Supports with Exceptions	Most content of text objects, text attributes, and the boundary of text rendered to the screen in VMware Workspace ONE are available and displayed. However, in the login page on Android device, the boundary of the text rendered to the screen is used for multiple objects.
502.3.9 Modification of Text	Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	The text on the native apps are exposed as static text and read-only.
502.3.10 List of Actions	A list of all actions that can be executed on an object shall be programmatically determinable.	Supports with Exceptions	The supported actions for most objects can be executed in VMware Workspace ONE application. However, for some buttons in About view, the app list, the action list is not available and cannot be operated.
502.3.11 Actions on Objects	Applications shall allow assistive technology to programmatically execute available actions on objects.	Supports with Exceptions	VMware Workspace ONE allows assistive technology to execute actions on objects. However, the catalog button cannot be activated with Talkback on Android device.
502.3.12 Focus Cursor	Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Supports with Exceptions	VMware Workspace ONE shows text insertion point when requires user input and have visible focus on iOS/Android/Mac OS. However, the focus for some objects displays incorrectly, such as in the title area, the multiple focuses are set to the title area on iOS device.
502.3.13 Modification of Focus Cursor	Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Supports with Exceptions	The focus cursor can be tracked and moved among interactive interface elements as the input focus changes. However, focus for some objects is changed inappropriately, such as: the item in search result, the Apps icon and the

Criteria	Description	Conformance Level	Remarks and Explanations
			navigation bar.
502.3.14 Event Notification	Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Supports with Exceptions	Most notification of events is available to assistive technology. However, the login failure message in login page is not available to screen reader.
502.4 Platform Accessibility Features	<p>Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:</p> <p>A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes;</p> <p>B. Section 9.3.4 Provide adjustment of delay before key acceptance;</p> <p>C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance;</p> <p>D. Section 10.6.7 Allow users to choose visual alternative for audio output;</p> <p>E. Section 10.6.8 Synchronize audio equivalents for visual events;</p> <p>F. Section 10.6.9 Provide speech output services; and</p> <p>G. Section 10.7.1 Display any captions provided.</p>	Not Applicable	VMware Workspace ONE is not platform software.
503 Applications		Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.	Supports with Exceptions	VMware Workspace ONE permits user preferences from platform settings, except for font size setting on iOS/Android devices.
503.3 Alternative User Interfaces	Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	VMware Workspace ONE does not provide any 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	Where user controls are provided for volume	Not Applicable	VMware Workspace ONE does not

Criteria	Description	Conformance Level	Remarks and Explanations
	adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.		contain video or audio content.
503.4.2 Audio Description Controls	Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Not Applicable	VMware Workspace ONE does not contain video or audio content.
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”)	Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not Applicable	VMware Workspace ONE is not an authoring tool.
504.2.2 PDF Export	Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).	Not Applicable	VMware Workspace ONE is not an authoring tool.
504.3 Prompts	Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	VMware Workspace ONE is not an authoring tool.
504.4 Templates	Where templates are provided, templates allowing	Not Applicable	VMware Workspace ONE is not an

Criteria	Description	Conformance Level	Remarks and Explanations
	content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.		authoring tool.

Chapter 6: Support Documentation and Services

Criteria	Description	Conformance Level	Remarks and Explanations
601.1 Scope		Heading cell – no response required	Heading cell – no response required
602 Support Documentation		Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Not Applicable	Workspace One has no accessibility and compatibility features, so no documentation is required.
602.3 Electronic Support Documentation	Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Supports with Exceptions	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Not Applicable	All the documents of Workspace One are electronic formats.
603 Support Services		Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Not Applicable	Workspace One has no accessibility and compatibility features, so no corresponding support services are required.

Criteria	Description	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	Support services of the VMware Workspace One is provided, such as the Help, the privacy policy, open source license and submit logs link of about. In addition, there is some contact info listed in the electronic documents. VMware customers have access to get support service through the Get Support from web (https://www.vmware.com/support.html) or calling the support telephone.