

# VMware Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version:** VMware Cloud on AWS (VMC), Version 1.4 (August 2018)

**Product Description:** VMware Cloud on AWS allows you to create vSphere data centers on Amazon Web Services. These vSphere data centers include vCenter Server for managing your data center, vSAN for storage, and VMware NSX for networking. Using Hybrid Linked Mode, you can connect an on-premises data center to your cloud SDDC and manage both from a single vSphere Client interface. For more information, see the VMware product documentation at <https://docs.vmware.com>.

**Date:** July 2018

**Contact information:** 877-486-9273

**Evaluation Methods Used:** Testing VMC involved extensive use of leading assistive technology, such as screen readers (JAWS 2018), and speech recognition software, as well exclusive use of the keyboard. Native platform accessibility features were also used to assist with testing. These were supplemented with techniques, such as manual inspection of Accessibility API output.

## **Applicable Standards/Guidelines**

This report covers the degree of conformance for the following accessibility standard/guidelines:

<b>Standard/Guideline</b>	<b>Included In Report</b>
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	(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.
- **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:

- 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content (Level A)</u></b>            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Does Not support:</p>	<p>Web: The VMC site uses numerous images that do not contain textual equivalents, such as buttons, navigation elements, and logo. There are also issues with icons that accompany alert text and the login "spinner" graphic that do not convey information to non-visual users.</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</u></b>            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: There are no multimedia elements on the VMC site.</p>
<p><b><u>1.2.2 Captions (Prerecorded) (Level A)</u></b>            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: There are no multimedia elements on the VMC site.</p>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</u></b>            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: There are no multimedia elements on the VMC site.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Does Not support</p>	<p>Web: The web forms are critical to the purpose of this site. Most of the form input elements are not properly associated with labels. Related controls do not have a <code>fieldset/legend</code> to associate the group of controls.</p> <p>When sub-navigation menus are present on the pages, which are created using a NAV element, they are not programmatically distinguishable from the main NAV element; an <code>aria-label</code> element is required on each.</p>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports with Exceptions</p>	<p>Web: A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Most pages follow a logical order, except for some of the table header controls (sort, filter, etc.), and the first page which has two controls out of order.</li> </ul>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: No information is conveyed by shape or position of elements.</p>
<p><b><u>1.4.1 Use of Color</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports with Exceptions</p>	<p>Web: A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Some form error messages are only indicated by color and small icon; not with a text equivalent.</li> </ul>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)  Also applies to:  2017 Section 508</p>	<p>Web: Supports</p>	<p>Web: There are no multimedia elements on the VMC site.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>2.1.1 Keyboard</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Does Not support	Web: Numerous elements throughout, including items in the main navigation bar, cannot receive keyboard focus. The Support Chat has no mechanism for activating it, except using the mouse. The "Getting Started" and main "Help" sections are very challenging as focus shifts away from the highlighted or activated control. On the Tour, moving back to that element deactivates the tour information.
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The keyboard is not trapped anywhere within the site.
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason: <ul style="list-style-type: none"> <li>Logs out after approximately 60 minutes but offers a method to extend. However, the button or dialogue for extending is not focused on automatically, so the user must tab through the site hidden behind the dialogue before extending.</li> </ul>
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Web: Supports	Web: There are no multimedia elements on the VMC site.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: There are no elements on the pages that flash or flicker.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Does Not Support	Web: There is no mechanism to skip past repeated navigation elements. This also includes secondary navigations on the "SDDC: View Details" and "Developer Tools" sections.
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Does Not Support	Web: All page titles have the same text "VMWare Cloud on AWS" and do not provide any information about the specific content of the pages.
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Does Not Support	<p>Web: Focus does not shift appropriately when activating elements, especially on the "Tour" and "Help" sections. When dialogue boxes and modals are activated, the focus remains on the window behind the dialogue box rather than shifting to and being contained within the dialogue until the user closes it.</p> <p>In addition, in a few elements, such as the top of the data tables, the focus order does not match the reading order of the page.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reasons: <ul style="list-style-type: none"> <li>• The purpose of many links cannot be determined in context. This includes many of the graphical elements that function as links and do not have alternative text.</li> <li>• There are also links with link text, such as "View Details", "Learn More", or "Run", which would be confusing for users to determine the purpose.</li> </ul>
<p><b><u>3.1.1 Language of Page</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Does Not Support	Web: There is no natural language definition set for the pages.
<p><b><u>3.2.1 On Focus</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: No element has an automatic action associated with it upon focusing on the element.
<p><b><u>3.2.2 On Input</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: No element has an automated action based upon input.
<p><b><u>3.3.1 Error Identification</u></b> (Level A)  Also applies to:  2017 Section 508</p>	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>Errors are indicated, but not listed at the top of the forms upon submission. On some fields, the only indication of error is a red underline and a red exclamation point, which looks very similar to the element for "more information". Users who are color blind will have difficulties filling out forms correctly.</li> </ul>
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Does Not Support	Web: Form fields are missing valid <code>label</code> elements and related fields are not grouped with a <code>fieldset</code> element.
<p><b><u>4.1.1 Parsing</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason: <ul style="list-style-type: none"> <li>There are numerous instances of non-valid HTML being used throughout the pages. The two most pervasive issues involve duplicated values for IDs and the navigation UL elements are incorrectly formed.</li> </ul>
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Does Not Support	Web: Forms do not have labels explicitly associated with them and numerous labels are incorrectly applied to form fields.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: There are no multimedia elements on the VMC site.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: There are no multimedia elements on the VMC site.
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason: <ul style="list-style-type: none"> <li>• There are minimum contrast level issues throughout the website. This applies to both the "light" and "dark" modes that the website can be switched to, and to both text and link text.</li> </ul>
<p><b><u>1.4.4 Resize text</u></b> (Level AA)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Does Not Support	Web: While resizing the text is possible, containing elements will overlap each other and render some of the content off-screen, under other text, or otherwise unreadable. This violates the "without loss of content or functionality" aspect of 1.4.4.
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>Throughout the website, there are numerous images (usually inline SVG) of characters and symbols (such as the "&lt;" mark for navigation).</li> </ul>
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: There are multiple ways to reach each major section in the site.
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason: <ul style="list-style-type: none"> <li>Headings are present, but the structure of each page is not in a logical order.</li> </ul>
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason: <ul style="list-style-type: none"> <li>While most elements have a visible focus, some key elements, such as navigation elements, do not. Users that rely on navigating the website using a keyboard without a mouse will find it difficult to know what control they are activating.</li> </ul>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: There are no changes in natural language.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: The navigation elements appear consistent throughout the site.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason: <ul style="list-style-type: none"> <li>• Buttons and anchors are used interchangeably throughout the site, including for related or similar control elements.</li> </ul>
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason: <ul style="list-style-type: none"> <li>• Error messages are not always presented in a way that informs the user to what information needs to be presented, other than in the placeholder attribute on text input fields.</li> </ul>
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	

## 2017 Section 508 Report

Notes:

### Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	<p>The VMware Cloud on AWS (VMC) site is not usable for people without vision. A rating of Does Not Support has been given for the following reasons;</p> <ul style="list-style-type: none"><li>• As reported in <b>1.1.1 Non-text Content</b>, images do not have alternative text, including the main logo.</li><li>• As reported in <b>1.3.1 Info and Relationships</b>, form fields do not labels properly associated with them and there are multiple NAV elements that are not distinguished from each other.</li><li>• As reported in <b>2.4.1 Bypass Blocks</b>, there is no mechanism for skipping past navigation and directly to the content of the page.</li><li>• As reported in <b>2.4.2 Page Titled</b>, all pages have the same title making navigating the site difficult.</li><li>• As reported in <b>2.4.3 Focus Order</b>, the focus is not shifted to opened dialogue boxes or modals and is also not kept within the dialogue/modal.</li><li>• As reported in <b>4.1.2 Name, Role, Value</b>, form fields do not have labels, or they are incorrectly associated with the element.</li></ul>

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Does Not Support	<p>The VMware Cloud on AWS (VMC) site is not usable for people with limited vision. A rating of Does Not Support has been given for the following reasons.</p> <ul style="list-style-type: none"> <li>As reported in <b>1.4.3 Contrast (Minimum)</b>, there is numerous links and text that do not have enough color contrast (applies to both light and dark modes).</li> <li>As reported in <b>1.4.4 Resize Text</b>, while text can be resized, functionality is lost due to being pushed off the screen or covered under modals or other containing elements.</li> </ul>
302.3 Without Perception of Color	Supports with Exceptions	<p>The VMware Cloud on AWS (VMC) site is mostly usable for people without perception of color. A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> <li>As reported in <b>1.4.1 Use of Color</b>, some forms only present errors to users by color and a small icon that is almost identical to other icons on the page.</li> </ul>
302.4 Without Hearing	Supports	VMware Cloud on AWS (VMC) is usable by people without hearing.
302.5 With Limited Hearing	Supports	VMware Cloud on AWS (VMC) is usable by people with limited hearing.
302.6 Without Speech	Supports	VMware Cloud on AWS (VMC) is usable by people without speech.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Does Not Support	<p>The VMware Cloud on AWS (VMC) site is not usable for people with limited manipulation. A rating of Does Not Support has been given for the following reasons.</p> <ul style="list-style-type: none"> <li>As reported in <b>2.1.1 Keyboard</b>, there are many elements, including some elements on the main nav and the support chat feature, that cannot be activated using the keyboard alone.</li> <li>As reported in <b>2.4.3 Focus Order</b>, elements are not focused to when selecting, and sometimes focus is shifted to the incorrect portion of the page. This is especially problematic for users on the "Getting Started" and "Help" sections.</li> </ul>
302.8 With Limited Reach and Strength	Supports	VMware Cloud on AWS (VMC) is usable by people with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	<p>VMware Cloud on AWS (VMC) is mostly usable by people with limited language, cognitive, and learning abilities. A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> <li>As reported in <b>3.1.1 Language of Page</b>, the language of the pages is not set.</li> </ul>

Chapter 6: Support Documentation and Services

Notes:

<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable - Not Tested	Applicable - Not Tested
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable - Not Tested	Applicable - Not Tested
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable - Not Tested	Applicable - Not Tested
603.3 Accommodation of Communication Needs	Applicable - Not Tested	Applicable - Not Tested