

# Zoom Video Communications Accessibility Conformance Report

## International Edition

VPAT® Version 2.4

**Name of Product/Version:** Zoom Outlook Plug-in (macOS)

**Product Description:** Zoom plug-in for Outlook for Windows and macOS allows users to schedule and edit meetings or start instant meetings from within the Outlook application.

**Date:** April 18, 2024

**Contact information:** [access@zoom.us](mailto:access@zoom.us)

**Notes:**

**Evaluation Methods Used:** The following testing was done on macOS Sonoma with Apples' Accessibility Display options (color inversion, grayscale, color settings, contrast settings and transparency settings), Zoom option, VoiceOver option and standard keyboard.

### 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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>  | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No)  |
| Web Content Accessibility Guidelines 2.1 at <a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</a>   | Level A (Yes)<br>Level AA (Yes)<br>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<br><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)  |
| EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V2.1.2 (2018-08) at <a href="https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.01.02_60/en_301549v020102p.pdf">https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.01.02_60/en_301549v020102p.pdf</a> | (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.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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

## Table 1: Success Criteria, Level A

Notes:

| Criteria  | Conformance Level | Remarks and Explanations                                       |
|---|-------------------|--|
| <p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.1.1 (Web)</li> <li>● 10.1.1.1 (Non-web document)</li> <li>● 11.1.1.1.1 (Open Functionality Software)</li> <li>● 11.1.1.1.2 (Closed Functionality Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>                             | Supports          | All non-text content provide text alternatives.                |
| <p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.1 (Web)</li> <li>● 10.1.2.1 (Non-web document)</li> <li>● 11.1.2.1.1 (Open Functionality Software)</li> <li>● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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> | Not applicable    | The product does not contain audio-only or video-only content. |
| <p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.2 (Web)</li> </ul>  | Not applicable    | The product does not contain any pre-recorded content          |

| Criteria  | Conformance Level | Remarks and Explanations                                      |
|---|-------------------|---|
| <ul style="list-style-type: none"> <li>● 10.1.2.2 (Non-web document)</li> <li>● 11.1.2.2 (Open Functionality Software)</li> <li>● 11.1.2.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <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><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a><br/>(Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.3 (Web)</li> <li>● 10.1.2.3 (Non-web document)</li> <li>● 11.1.2.3.1 (Open Functionality Software)</li> <li>● 11.1.2.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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> | Not Applicable    | The product does not contain any pre-recorded content         |
| <p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.1 (Web)</li> <li>● 10.1.3.1 (Non-web document)</li> <li>● 11.1.3.1.1 (Open Functionality Software)</li> <li>● 11.1.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>  | Support           | The product associates controls with their respective labels. |

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>   |                   |   |
| <u>1.3.2 Meaningful Sequence</u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.3.2 (Web)</li> <li>● 10.1.3.2 (Non-web document)</li> <li>● 11.1.3.2.1 (Open Functionality Software)</li> <li>● 11.1.3.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | Supports          | The product employs a tab order that is logical and follows the visual order of elements.   |
| <u>1.3.3 Sensory Characteristics</u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.3.3 (Web)</li> <li>● 10.1.3.3 (Non-web document)</li> <li>● 11.1.3.3 (Open Functionality Software)</li> <li>● 11.1.3.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | Supports          | The product does not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound to convey information about content and elements. |
| <u>1.4.1 Use of Color</u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.1 (Web)</li> </ul>  | Supports          | The product does not convey information without solely using color differences.   |

| Criteria  | Conformance Level | Remarks and Explanations                              |
|---|-------------------|---|
| <ul style="list-style-type: none"> <li>● 10.1.4.1 (Non-web document)</li> <li>● 11.1.4.1 (Open Functionality Software)</li> <li>● 11.1.4.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <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>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.2 (Web)</li> <li>● 10.1.4.2 (Non-web document)</li> <li>● 11.1.4.2 (Open Functionality Software)</li> <li>● 11.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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> | Not applicable    | The product does not have automatically played audio. |
| <p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.1 (Web)</li> <li>● 10.2.1.1 (Non-web document)</li> <li>● 11.2.1.1.1 (Open Functionality Software)</li> <li>● 11.2.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> </ul>  | Supports          | The product is fully keyboard accessible              |

| 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>  |                   |  |
| <p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.2 (Web)</li> <li>● 10.2.1.2 (Non-web document)</li> <li>● 11.2.1.2 (Open Functionality Software)</li> <li>● 11.2.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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> | Supports          | The product allows for keyboard navigation throughout the application without keyboard trap. |
| <p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.4 (Web)</li> <li>● 10.2.1.4 (Non-web document)</li> <li>● 11.2.1.4.1 (Open Functionality Software)</li> <li>● 11.2.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>  | Not Applicable    | The product does not support keyboard shortcuts  |
| <p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2.1 (Web)</li> <li>● 10.2.2.1 (Non-web document)</li> <li>● 11.2.2.1 (Open Functionality Software)</li> <li>● 11.2.2.1 (Closed Software)</li> </ul>  | Not Applicable    | The product does not have time-limited content.  |



| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| <ul style="list-style-type: none"> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <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>2.2.2 Pause, Stop, Hide</b> (Level A)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.2.2 (Web)</li> <li>● 10.2.2.2 (Non-web document)</li> <li>● 11.2.2.2 (Open Functionality Software)</li> <li>● 11.2.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>               | Not Applicable    | The product does not have content that automatically moves, blinks, scrolls, or auto-updates. |
| <p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.3.1 (Web)</li> <li>● 10.2.3.1 (Non-web document)</li> <li>● 11.2.3.1 (Open Functionality Software)</li> <li>● 11.2.3.1(Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | Not Applicable    | The product does not have flashing content.   |
| <p><b>2.4.1 Bypass Blocks</b> (Level A)</p>   | Not Applicable    | The product is not developed with markup languages.   |

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
| <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.1 (Web)</li> <li>● 10.2.4.1 (Non-web document) – Does not apply</li> <li>● 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.1 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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> |                   |   |
| <p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.2 (Web)</li> <li>● 10.2.4.2 (Non-web document)</li> <li>● 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>● 11.2.4.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>                                     | Not Applicable    | The product is not a web application  |
| <p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.3 (Web)</li> <li>● 10.2.4.3 (Non-web document)</li> </ul>   | Supports          | The product supports a tab order that is consistent with the visual order of the application. |

| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| <ul style="list-style-type: none"> <li>● 11.2.4.3 (Open Functionality Software)</li> <li>● 11.2.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <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><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.4 (Web)</li> <li>● 10.2.4.4 (Non-web document)</li> <li>● 11.2.4.4 (Open Functionality Software)</li> <li>● 11.2.4.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | Not Applicable    | The product does not contain external links to web pages.                          |
| <p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.5.1 (Web)</li> <li>● 10.2.5.1 (Non-web document)</li> <li>● 11.2.5.1 (Open Functionality Software)</li> <li>● 11.2.5.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply  | Supports          | The product does not require any multi-point gestures in order to operate content. |
| <p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)</p> Also applies to:  | Not Applicable    | The product does not use down-events to execute functions.                         |

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
| EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.5.2 (Web)</li> <li>● 10.2.5.2 (Non-web document)</li> <li>● 11.2.5.2 (Open Functionality Software)</li> <li>● 11.2.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply   |                   |   |
| <u>2.5.3 Label in Name</u> (Level A 2.1 only)<br><br>Also applies to:<br><br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.5.3 (Web)</li> <li>● 10.2.5.3 (Non-web document)</li> <li>● 11.2.5.3 (Open Functionality Software)</li> <li>● 11.2.5.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply    | Supports          | The product uses programmatic labels that match the visual label of elements.                       |
| <u>2.5.4 Motion Actuation</u> (Level A 2.1 only)<br><br>Also applies to:<br><br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.5.4 (Web)</li> <li>● 10.2.5.4 (Non-web document)</li> <li>● 11.2.5.4 (Open Functionality Software)</li> <li>● 11.2.5.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply | Not Applicable    | The product does not contain any functionality that is triggered by gestures or by moving a device. |
| <u>3.1.1 Language of Page</u> (Level A)<br><br>Also applies to:<br><br>EN 301 549 Criteria   | Supports          | The product ensures that the language can be programmatically determined.                           |

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| <ul style="list-style-type: none"> <li>● 9.3.1.1 (Web)</li> <li>● 10.3.1.1 (Non-web document)</li> <li>● 11.3.1.1.1 (Open Functionality Software)</li> <li>● 11.3.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <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>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.1 (Web)</li> <li>● 10.3.2.1 (Non-web document)</li> <li>● 11.3.2.1 (Open Functionality Software)</li> <li>● 11.3.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | Supports          | The product does not initiate changes of context upon the focusing of elements. |
| <p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.2 (Web)</li> <li>● 10.3.2.2 (Non-web document)</li> <li>● 11.3.2.2 (Open Functionality Software)</li> <li>● 11.3.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508   | Supports          | The product does not initiate changes of context upon user input.               |

| 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>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:<br/>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.1 (Web)</li> <li>● 10.3.3.1 (Non-web document)</li> <li>● 11.3.3.1.1 (Open Functionality Software)</li> <li>● 11.3.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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> | Supports with Exceptions | The product detects errors and displays error messages upon submitting invalid data. However, error messages are not shown if required fields are left incomplete, and instead buttons to proceed will be disabled until the required fields are completed. |
| <p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:<br/>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.2 (Web)</li> <li>● 10.3.3.2 (Non-web document)</li> <li>● 11.3.3.2 (Open Functionality Software)</li> <li>● 11.3.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>   | Supports                 | The product uses visible form labels that are associated with form controls.  |
| <p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:<br/>EN 301 549 Criteria</p>   | Not Applicable           | The product is not a web application.   |

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| <ul style="list-style-type: none"> <li>● 9.4.1.1 (Web)</li> <li>● 10.4.1.1 (Non-web document)</li> <li>● 11.4.1.1.1 (Open Functionality Software)</li> <li>● 11.4.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <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>4.1.2 Name, Role, Value</b> (Level A)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.4.1.2 (Web)</li> <li>● 10.4.1.2 (Non-web document)</li> <li>● 11.4.1.2.1 (Open Functionality Software)</li> <li>● 11.4.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | Supports          | Most of the elements in the product provide the necessary role, state, and value information to assistive technologies. |

**Table 2: Success Criteria, Level AA**

Notes:

| Criteria   | Conformance Level | Remarks and Explanations                         |
|--|-------------------|--|
| <p><b>1.2.4 Captions (Live)</b> (Level AA)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.2.4 (Web)</li> </ul> | Not Applicable    | The product does not contain live audio content. |

| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| <ul style="list-style-type: none"> <li>● 10.1.2.4 (Non-web document)</li> <li>● 11.1.2.4 (Open Functionality Software)</li> <li>● 11.1.2.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <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>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.5 (Web)</li> <li>● 10.1.2.5 (Non-web document)</li> <li>● 11.1.2.5 (Open Functionality Software)</li> <li>● 11.1.2.5 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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> | Not Applicable    | The product does not have multimedia content.                          |
| <p><b>1.3.4 Orientation</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.4 (Web)</li> <li>● 10.1.3.4 (Non-web document)</li> <li>● 11.1.3.4 (Open Functionality Software)</li> <li>● 11.1.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>   | Not Applicable    | The product does not restrict its view to a single display orientation |
| <p><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 only)</p>   | Not applicable    | The product is not a web application.                                  |



| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.5 (Web)</li> <li>● 10.1.3.4 (Non-web document)</li> <li>● 11.1.3.5 (Open Functionality Software)</li> <li>● 11.1.3.5 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>   |                   |  |
| <p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.3 (Web)</li> <li>● 10.1.4.3 (Non-web document)</li> <li>● 11.1.4.3 (Open Functionality Software)</li> <li>● 11.1.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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> | Supports          | The product follows the minimal color contrast ratio for the text over the background. |
| <p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.4 (Web)</li> <li>● 10.1.4.4 (Non-web document)</li> <li>● 11.1.4.4.1 (Open Functionality Software)</li> <li>● 11.1.4.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>  | Supports          | The product use frameworks that support the resizing of text.                          |

| 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>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.5 (Web)</li> <li>● 10.1.4.5 (Non-web document)</li> <li>● 11.1.4.5.1 (Open Functionality Software)</li> <li>● 11.1.4.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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> | Supports          | The product uses text rather than images of text to present information.  |
| <p><b>1.4.10 Reflow</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.10 (Web)</li> <li>● 10.1.4.10 (Non-web document)</li> <li>● 11.1.4.10.1 (Open Functionality Software)</li> <li>● 11.1.4.10.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>  | Supports          | The product does not require scrolling in two dimensions to present content without loss of information.              |
| <p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.11 (Web)</li> <li>● 10.1.4.11 (Non-web document)</li> <li>● 11.1.4.11 (Open Functionality Software)</li> <li>● 11.1.4.11 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> </ul>   | Supports          | The product follows the 3:1 minimal contrast ratio for the visual presentation UI components against adjacent colors. |

| Criteria  | Conformance Level | Remarks and Explanations   |
|---|-------------------|--|
| <ul style="list-style-type: none"> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply   |                   |  |
| <p><b>1.4.12 Text Spacing</b> (Level AA 2.1 only)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.12 (Web)</li> <li>● 10.1.4.12 (Non-web document)</li> <li>● 11.1.4.12 (Open Functionality Software)</li> <li>● 11.1.4.12 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                      | Not Applicable    | The product is not implemented with markup languages.            |
| <p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 only)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.13 (Web)</li> <li>● 10.1.4.13 (Non-web document)</li> <li>● 11.1.4.13 (Open Functionality Software)</li> <li>● 11.1.4.13 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply         | Not Applicable    | The product does not utilize the on hover or on focus technique. |
| <p><b>2.4.5 Multiple Ways</b> (Level AA)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.5 (Web)</li> <li>● 10.2.4.5 (Non-web document) – Does not apply</li> <li>● 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.5 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 | Not applicable    | The product is not a web application.                            |

| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| <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>  |                   |  |
| <p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.6 (Web)</li> <li>● 10.2.4.6 (Non-web document)</li> <li>● 11.2.4.6 (Open Functionality Software)</li> <li>● 11.2.4.6 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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> | Supports          | The product utilizes headings and labels to describe elements                        |
| <p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.7 (Web)</li> <li>● 10.2.4.7 (Non-web document)</li> <li>● 11.2.4.7 (Open Functionality Software)</li> <li>● 11.2.4.7 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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>       | Supports          | The product provides a visible focus indicator when elements receive keyboard focus. |
| <p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.1.2 (Web)</li> <li>● 10.3.1.2 (Non-web document)</li> </ul>   | Not Applicable    | The product does not contain alternate languages in parts of the UI.                 |

| Criteria  | Conformance Level | Remarks and Explanations                               |
|---|-------------------|--|
| <ul style="list-style-type: none"> <li>● 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>● 11.3.1.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <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>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.3 (Web)</li> <li>● 10.3.2.3 (Non-web document) – Does not apply</li> <li>● 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.3 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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> | Not Applicable    | The product is not a web application.                  |
| <p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.4 (Web)</li> <li>● 10.3.2.4 (Non-web document) – Does not apply</li> <li>● 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.4 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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> </ul>  | Supports          | The product uses consist of components all throughout. |

| Criteria  | Conformance Level | Remarks and Explanations   |
|---|-------------------|--|
| <ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>   |                   |  |
| <p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> <li>10.3.3.3 (Non-web document)</li> <li>11.3.3.3 (Open Functionality Software)</li> <li>11.3.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised 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>                          | Supports          | The product provides error suggestions for input errors                              |
| <p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non-web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised 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> | Not Applicable    | The product does not cause legal commitments or financial transactions for the user. |
| <p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> </ul>   | Supports          | The product announces the status message to assistive technologies                   |

| Criteria   | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <ul style="list-style-type: none"> <li>● 10.4.1.3 (Non-web document) – Does not apply</li> <li>● 11.4.1.3 (Open Functionality Software) – Does not apply</li> <li>● 11.4.1.3 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply |                   |                          |

## Revised Section 508 Report

Notes:

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

Notes:

| Criteria                          | Conformance Level | Remarks and Explanations   |
|-----------------------------------|-------------------|--|
| 302.1 Without Vision              | Supports          | The product provides functions that can be used by users without vision. The majority of the features and content in the product is keyboard and screen reader accessible. |
| 302.2 With Limited Vision         | Supports          | Most of the product is accessible to users with low vision.  |
| 302.3 Without Perception of Color | Supports          | The product can be used without the perception of color.   |
| 302.4 Without Hearing             | Supports          | The product can be used without the use of hearing.  |
| 302.5 With Limited Hearing        | Supports          | The product can be used without the use of hearing.  |

| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| 302.6 Without Speech   | Supports          | The product can be fully operated without the use of speech.   |
| 302.7 With Limited Manipulation                                | Supports          | The product provides keyboard-accessible functions to ensure that the product is usable with limited manipulation. |
| 302.8 With Limited Reach and Strength                          | Supports          | The product is fully functional with limited reach and strength.   |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports          | The product is functional for users with limited language, cognitive, and learning abilities.                      |

## Chapter 4: Hardware

Notes: Not Applicable

## Chapter 5: Software

Notes:

| Criteria  | Conformance Level                    | Remarks and Explanations  |
|---|--------------------------------------|---|
| 501.1 Scope – Incorporation of WCAG 2.0 AA            | See <a href="#">WCAG 2.x</a> section | See information in WCAG section   |
| <b>502 Interoperability with Assistive Technology</b> | Heading cell – no response required  | Heading cell – no response required   |
| 502.2.1 User Control of Accessibility Features        | Not applicable                       | The product is not platform software  |
| 502.2.2 No Disruption of Accessibility Features       | Supports                             | The product does not disrupt or disable operating system accessibility features.  |
| <b>502.3 Accessibility Services</b>                   | Heading cell – no response required  | Heading cell – no response required   |
| 502.3.1 Object Information                            | Supports                             | The product provides the necessary role, state, and value information to assistive technologies.                        |
| 502.3.2 Modification of Object Information            | Supports                             | The product provides assistive technologies with the ability to modify states and properties of all applicable objects. |



| Criteria                              | Conformance Level | Remarks and Explanations   |
|---------------------------------------|-------------------|--|
| 502.3.3 Row, Column, and Headers      | Supports          | The product does not make use of tables.   |
| 502.3.4 Values                        | Supports          | All values can be programmatically determined by assistive technologies  |
| 502.3.5 Modification of Values        | Supports          | The product allows assistive technologies to modify values of all applicable objects.  |
| 502.3.6 Label Relationships           | Supports          | All controls are programmatically associated with their respective labels.   |
| 502.3.7 Hierarchical Relationships    | Supports          | The product exposes all parent-child relationship programmatically to assistive technologies.                                  |
| 502.3.8 Text                          | Supports          | The product ensures that all text can be programmatically determined by assistive technologies.                                |
| 502.3.9 Modification of Text          | Supports          | The product allows assistive technologies to modify all applicable texts.  |
| 502.3.10 List of Actions              | Supports          | The product ensures that most controls programmatically expose its list of information to assistive technologies               |
| 502.3.11 Actions on Objects           | Supports          | The product ensures that elements make available their actions to assistive technologies.                                      |
| 502.3.12 Focus Cursor                 | Supports          | The product utilizes visible focus indicators throughout the application to indicate where the keyboard focus is at all times. |
| 502.3.13 Modification of Focus Cursor | Supports          | The product allows assistive technologies to control the focus and selection cursor on all controls.                           |
| 502.3.14 Event Notification           | Supports          | The product announces the status message to assistive technologies   |

| Criteria  | Conformance Level                    | Remarks and Explanations   |
|---|--------------------------------------|--|
| 502.4 Platform Accessibility Features   | Not applicable                       | This product is not platform software  |
| <b>503 Applications</b>   | Heading cell – no response required  | Heading cell – no response required  |
| 503.2 User Preferences  | Supports                             | The product support user preferences from platform settings for color, contrast, font type, font size, and focus cursor. |
| 503.3 Alternative User Interfaces   | Not applicable                       | The product does not provide an alternate user interface that functions as an assistive technology.                      |
| <b>503.4 User Controls for Captions and Audio Description</b>                       | Heading cell – no response required  | Heading cell – no response required  |
| 503.4.1 Caption Controls  | Not applicable                       | The product does not offer media playback  |
| 503.4.2 Audio Description Controls  | Not applicable                       | The product does not offer media playback  |
| <b>504 Authoring Tools</b>  | Heading cell – no response required  | Heading cell – no response required  |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)   | See <a href="#">WCAG 2.x</a> section | See information in WCAG section  |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable                       | The product does not provide authoring tools to convert content from one format to another.                              |
| 504.2.2 PDF Export  | Not applicable                       | This product does not export to PDF.   |
| 504.3 Prompts   | Not applicable                       | The product does not offer content authoring.  |
| 504.4 Templates   | Not applicable                       | The product does not provide templates for content creation.   |

## Chapter 6: Support Documentation and Services

Notes: Full information about the accessibility of Zoom Support pages can be found on the Zoom Product Web Pages VPAT

| Criteria                                       | Conformance Level                    | Remarks and Explanations  |
|--|--------------------------------------|---|
| <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 | Supports                             | Product documentation regarding the product’s accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page. |
| 602.3 Electronic Support Documentation         | See <a href="#">WCAG 2.x</a> section | See information in WCAG section   |

| Criteria   | Conformance Level                   | Remarks and Explanations  |
|--|-------------------------------------|---|
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not applicable                      | Support documentation is provided in electronic format.   |
| <b>603 Support Services</b>                                      | Heading cell – no response required | Heading cell – no response required   |
| 603.2 Information on Accessibility and Compatibility Features    | Supports                            | Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page. |
| 603.3 Accommodation of Communication Needs                       | Support                             | Zoom support services accommodate the diverse needs of individuals with disabilities.   |

## EN 301 549 Report

Notes:

### Chapter 4: [4.2 Functional Performance Statements \(FPS\)](#)

Notes:

| Criteria                                 | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| 4.2.1 Usage without vision               | Supports          | The product provides functions that can be used by users without vision. The majority of the features and content in the product is keyboard and screen reader accessible. |
| 4.2.2 Usage with limited vision          | Supports          | The product is accessible to users with low vision.  |
| 4.2.3 Usage without perception of colour | Supports          | The product can be used without the perception of color.   |
| 4.2.4 Usage without hearing              | Supports          | The product can be used without the use of hearing.  |
| 4.2.5 Usage with limited hearing         | Supports          | The product can be used without the use of hearing.  |

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| 4.2.6 Usage without vocal capability              | Supports          | The product can be fully operated without the use of speech.                                  |
| 4.2.7 Usage with limited manipulation or strength | Supports          | The product is fully functional with limited strength.  |
| 4.2.8 Usage with limited reach                    | Supports          | The product is fully functional with limited reach.   |
| 4.2.9 Minimize photosensitive seizure triggers    | Supports          | The product does not contain flashing content that might trigger seizures.                    |
| 4.2.10 Usage with limited cognition               | Supports          | The product is functional for users with limited language, cognitive, and learning abilities. |
| 4.2.11 Privacy                                    | Supports          | The product has accessibility components that maintain users' privacy.                        |

## Chapter 5: [Generic Requirements](#)

Notes:

| Criteria  | Conformance Level                   | Remarks and Explanations               |
|---|-------------------------------------|--|
| <b>5.1 Closed functionality</b>                   | <b>[Not Applicable]</b>             | Heading cell – no response required    |
| <b>5.1.2 General</b>                              | Heading cell – no response required | Heading cell – no response required    |
| <b>5.1.2.1 Closed functionality</b>               | See 5.2 through 13                  | See information in 5.2 through 13      |
| <b>5.1.2.2 Assistive technology</b>               | See 5.1.3 through 5.1.6             | See information in 5.1.3 through 5.1.6 |
| <b>5.1.3 Non-visual access</b>                    | Heading cell – no response required | Heading cell – no response required    |
| 5.1.3.1 General                                   | Not applicable                      | The product is not closed software     |
| 5.1.3.2 Auditory output delivery including speech | Not applicable                      | The product is not closed software     |
| 5.1.3.3 Auditory output correlation               | Not applicable                      | The product is not closed software     |
| 5.1.3.4 Speech output user control                | Not applicable                      | The product is not closed software     |
| 5.1.3.5 Speech output automatic interruption      | Not applicable                      | The product is not closed software     |

| <b>Criteria</b>   | <b>Conformance Level</b>            | <b>Remarks and Explanations</b>   |
|---|-------------------------------------|---|
| 5.1.3.6 Speech output for non-text content                      | Not applicable                      | The product is not closed software  |
| 5.1.3.7 Speech output for video information                     | Not applicable                      | The product is not closed software  |
| 5.1.3.8 Masked entry  | Not applicable                      | The product is not closed software  |
| 5.1.3.9 Private access to personal data                         | Not applicable                      | The product is not closed software  |
| 5.1.3.10 Non-interfering audio output                           | Not applicable                      | The product is not closed software  |
| 5.1.3.11 Private listening                                      | Not applicable                      | The product is not closed software  |
| 5.1.3.12 Speaker volume   | Not applicable                      | The product is not closed software  |
| 5.1.3.13 Volume reset   | Not applicable                      | The product is not closed software  |
| 5.1.3.14 Spoken languages                                       | Not applicable                      | The product is not closed software  |
| 5.1.3.15 Non-visual error identification                        | Not applicable                      | The product is not closed software  |
| 5.1.3.16 Receipts, tickets, and transactional outputs           | Not applicable                      | The product is not closed software  |
| 5.1.4 Functionality closed to text enlargement                  | Not applicable                      | The product is not closed software  |
| 5.1.5 Visual output for auditory information                    | Not applicable                      | The product is not closed software  |
| <b>5.1.6 Operation without keyboard interface</b>               | Heading cell – no response required | Heading cell – no response required   |
| <b>5.1.6.1 Closed functionality</b>                             | See 5.1.3.1 through 5.1.3.16        | See information in 5.1.3.1 through 5.1.3.16   |
| 5.1.6.2 Input focus   | Not applicable                      | The product is not closed software  |
| 5.2 Activation of accessibility features                        | Not applicable                      | The product is not closed software  |
| 5.3 Biometrics  | Not applicable                      | The product does not use biometrics   |
| 5.4 Preservation of accessibility information during conversion | Not applicable                      | The product does not provide authoring tools to convert content from one format to another. |
| <b>5.5 Operable parts</b>                                       | Heading cell – no response required | Heading cell – no response required   |
| 5.5.1 Means of operation  | Not applicable                      | The product is not hardware   |
| 5.5.2 Operable parts discernibility                             | Not applicable                      | The product is not hardware   |
| <b>5.6 Locking or toggle controls</b>                           | Heading cell – no response required | Heading cell – no response required   |
| 5.6.1 Tactile or auditory status                                | Not applicable                      | The product is not hardware   |
| 5.6.2 Visual status   | Not applicable                      | The product is not hardware   |
| 5.7 Key repeat  | Not applicable                      | The product is not hardware   |
| 5.8 Double-strike key acceptance                                | Not applicable                      | The product is not hardware   |
| 5.9 Simultaneous user actions                                   | Not applicable                      | The product is not hardware   |

## Chapter [6: ICT with Two-Way Voice Communication](#)

Notes: Not applicable

## Chapter [7: ICT with Video Capabilities](#)

Notes: Not applicable

## Chapter [8: Hardware](#)

Notes: Not applicable

## Chapter [9: Web](#)

Notes: (See WCAG section)

## Chapter [10: Non-web Documents](#)

Notes: Not applicable

## Chapter [11: Software](#)

Notes:

| Criteria   | Conformance Level                    | Remarks and Explanations                      |
|--|--------------------------------------|---|
| <b>11.0 General</b>  | Heading cell – no response required  | Heading cell – no response required           |
| 11.1.1.1 through 11.4.1.3  | See <a href="#">WCAG 2.x</a> section | See information in WCAG section               |
| <b>11.5 Interoperability with assistive technology</b>   | Heading cell – no response required  | Heading cell – no response required           |
| <b>11.5.1 Closed functionality (informative)</b>   | Heading cell – no response required  | Heading cell – no response required           |
| <b>11.5.2 Accessibility services</b>   | Heading cell – no response required  | Heading cell – no response required           |
| <b>11.5.2.1 Platform accessibility service support for software that provides a user interface</b> | See 11.3.2.5 through 11.3.2.17       | See information in 11.3.2.5 through 11.3.2.17 |
| <b>11.5.2.2 Platform accessibility service support for assistive technologies</b>                  | See 11.3.2.5 through 11.3.2.17       | See information in 11.3.2.5 through 11.3.2.17 |

| Criteria   | Conformance Level               | Remarks and Explanations   |
|--|---------------------------------|--|
| 11.3.2.3 Use of accessibility services                   | See 11.3.2.5 through 11.3.2..17 |  |
| 11.3.2.4 Assistive technology                            | Not applicable                  | This product is not an assistive technology  |
| 11.3.2.5 Object information                              | Supports                        | The product provides the necessary role, state, and value information to assistive technologies.                               |
| 11.3.2.6 Row, column, and headers                        | Supports                        | The product does not make use of tables.   |
| 11.3.2.7 Values  | Supports                        | All values can be programmatically determined by assistive technologies  |
| 11.3.2.8 Label relationships                             | Supports                        | All controls are programmatically associated with their respective labels.   |
| 11.3.2.9 Parent-child relationships                      | Supports                        | The product exposes all parent-child relationship programmatically to assistive technologies.                                  |
| 11.3.2.10 Text   | Supports                        | The product ensures that all text can be programmatically determined by assistive technologies.                                |
| 11.3.2.11 List of available actions                      | Supports                        | The product ensures that most controls programmatically expose its list of information to assistive technologies.              |
| 11.3.2.12 Execution of available actions                 | Supports                        | The product ensures that elements make available their actions to assistive technologies.                                      |
| 11.3.2.13 Tracking of focus and selection attributes     | Supports                        | The product utilizes visible focus indicators throughout the application to indicate where the keyboard focus is at all times. |
| 11.3.2.14 Modification of focus and selection attributes | Supports                        | The product utilizes visible focus indicators throughout the application to indicate where the keyboard focus is at all times. |
| 11.3.2.15 Change notification                            | Supports                        | The product announces the status message to assistive technologies   |

| Criteria   | Conformance Level                    | Remarks and Explanations  |
|--|--------------------------------------|---|
| 11.3.2.16 Modifications of states and properties                                   | Supports                             | The product allows assistive technologies to modify states and properties of all applicable objects.                      |
| 11.3.2.17 Modifications of values and text   | Supports                             | The product allows assistive technologies to modify all applicable texts.   |
| <b>11.4 Documented accessibility usage</b>   | Heading cell – no response required  | Heading cell – no response required   |
| 11.4.1 User control of accessibility features                                      | Not Applicable                       | The product is not platform software.   |
| 11.4.2 No disruption of accessibility features                                     | Supports                             | The product supports user preferences from platform settings for color, contrast, font type, font size, and focus cursor. |
| 11.5 User preferences  | Supports                             | The product supports user preferences from platform settings for color, contrast, font type, font size, and focus cursor. |
| <b>11.6 Authoring tools</b>  | Heading cell – no response required  | Heading cell – no response required   |
| <b>11.6.1 Content technology</b>   | Heading cell – no response required  | Heading cell – no response required   |
| 11.6.2 Accessible content creation (if not authoring tool, enter “not applicable”) | See <a href="#">WCAG 2.x</a> section | See information in WCAG section   |
| 11.6.3 Preservation of accessibility information in transformations                | Not applicable                       | The product does not provide authoring tools to convert content from one format to another.                               |
| 11.6.4 Repair assistance   | Does not support                     | The product does not offer accessibility repair assistance.   |
| 11.6.5 Templates   | Not applicable                       | The product does not provide templates for content creation.  |

## Chapter [12: Documentation and Support Services](#)

Notes: Full information about the accessibility of Zoom Support pages can be found on the Zoom Product Web Pages VPAT

| Criteria                          | Conformance Level                   | Remarks and Explanations            |
|-----------------------------------|-------------------------------------|-------------------------------------|
| <b>12.1 Product documentation</b> | Heading cell – no response required | Heading cell – no response required |



| Criteria   | Conformance Level                    | Remarks and Explanations  |
|--|--------------------------------------|---|
| 12.1.1 Accessibility and compatibility features                | Supports                             | Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page. |
| 12.1.2 Accessible documentation                                | See <a href="#">WCAG 2.x</a> section | See information in WCAG section   |
| <b>12.2 Support Services</b>                                   | Heading cell – no response required  | Heading cell – no response required   |
| 12.2.2 Information on accessibility and compatibility features | Supports                             | Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page. |
| 12.2.3 Effective communication                                 | Supports                             | Zoom support services accommodate the diverse needs of individuals with disabilities.   |
| 12.2.4 Accessible documentation                                | See <a href="#">WCAG 2.x</a> section | See information in WCAG section   |

## Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Not Applicable

### Legal Disclaimer (Company)

*Include your company legal disclaimer here, if needed.*