# Salesforce Accessibility Conformance Report International Edition

VPAT® (Voluntary Product Accessibility Template®) version 2.4

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|---|---|
| Name of Product/Version: | AppExchange / Spring '23 |
| Report Date: | January 2023 |
| Product Description: | AppExchange is the leading enterprise cloud marketplace. Drive results fast and extend your Customer 360 from anywhere — across every industry, department, and product — with proven apps and experts. |
| Contact information: | accessibility@salesforce.com |
| Notes: | The scope of this ACR includes the functionalities / components from AppExchange:<br><br>● AppExchange Homepage<br>● AppExchange Search Page<br>● AppExchange ISV Listing Detail Page<br><br>For more information, please visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility |
| Evaluation Methods Used: | Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies. Testing included a representative sample of different pages, states and content types. The following operating system, browsers, toolsets, and screen readers are used for evaluation: Windows 11, JAWS/Chrome, NVDA/Firefox, VoiceOver/Chrome (spot-checks), manual accessibility testing, and keyboard testing with visual focus. |

# 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** | Level A - Yes |
| | Level AA - Yes |
| | Level AAA - No |
| **Web Content Accessibility Guidelines 2.1** | Level A - Yes |
| | Level AA - Yes |
| | Level AAA - No |
| **Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018** | Yes |
| **EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)** _AND_ **EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)** | Yes |

# Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.

- **Not Applicable**: The criterion is not relevant to the product.

- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

# WCAG 2.x Report

Tables 1 and 2 also document conformance with:

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

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

## Table 1: Success Criteria, Level A

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.1.1 Non-text Content (**Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.1.1.1 (Web)<br>● 10.1.1.1 (Non-web document)<br>● 11.1.1.1.1 (Open Functionality Software)<br>● 11.1.1.1.2 (Closed Functionality Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Does Not Support | Non-text content that is presented to the user mostly does not have a text alternative that serves the equivalent purpose. Examples include:<br><br>● The text description of the homepage "Get success now…" image does not include all the text used in the image.<br>● Decorative images such as arrows next to link text are not hidden from assistive technology.<br>● Text descriptions of company logos are just "logo", not conveying who the logo belongs to. |
| **1.2.1 Audio-only and Video-only (Prerecorded)** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.1.2.1 (Web)<br>● 10.1.2.1 (Non-web document)<br>● 11.1.2.1.1 (Open Functionality Software)<br>● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Not Applicable | The website does not include prerecorded audio-only or prerecorded video-only content. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 1.2.2 Captions (Prerecorded) (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.1.2.2 (Web)<br>● 10.1.2.2 (Non-web document)<br>● 11.1.2.2 (Open Functionality Software)<br>● 11.1.2.2 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Not Applicable | The website does not include any prerecorded audio content within synchronized media. |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.1.2.3 (Web)<br>● 10.1.2.3 (Non-web document)<br>● 11.1.2.3.1 (Open Functionality Software)<br>● 11.1.2.3.2 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Not Applicable | The website does not include any synchronized media that requires an accessible alternative. |
| 1.3.1 Info and Relationships (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.1.3.1 (Web)<br>● 10.1.3.1 (Non-web document)<br>● 11.1.3.1.1 (Open Functionality Software)<br>● 11.1.3.1.2 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Does not support | Information, structure, and relationships conveyed through presentation cannot be programmatically determined and are not available in text. Examples include:<br><br>● Text that is visually presented as headings, such as "Categories" in an ISV listing page, are not marked up as headings.<br>● Fieldsets within the search results page filters have a visible label, but this label is not conveyed programmatically as the group label |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.3.2 Meaningful Sequence** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.3.2 (Web)<br>• 10.1.3.2 (Non-web document)<br>• 11.1.3.2.1 (Open Functionality Software)<br>• 11.1.3.2.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | A correct reading sequence can be programmatically determined for all content. |
| **1.3.3 Sensory Characteristics** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.3.3 (Web)<br>• 10.1.3.3 (Non-web document)<br>• 11.1.3.3 (Open Functionality Software)<br>• 11.1.3.3 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components. |
| **1.4.1 Use of Color** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.1 (Web)<br>• 10.1.4.1 (Non-web document)<br>• 11.1.4.1 (Open Functionality Software)<br>• 11.1.4.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.2 Audio Control** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>  ● 9.1.4.2 (Web)<br>  ● 10.1.4.2 (Non-web document)<br>  ● 11.1.4.2 (Open Functionality Software)<br>  ● 11.1.4.2 (Closed Software)<br>  ● 11.8.2 (Authoring Tool)<br>  ● 12.1.2 (Product Docs)<br>  ● 12.2.4 (Support Docs)<br>Revised Section 508<br>  ● 501 (Web)(Software)<br>  ● 504.2 (Authoring Tool)<br>  ● 602.3 (Support Docs) | Not Applicable | The website does not include audio that plays automatically for more than 3 seconds. |
| **2.1.1 Keyboard** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>  ● 9.2.1.1 (Web)<br>  ● 10.2.1.1 (Non-web document)<br>  ● 11.2.1.1.1 (Open Functionality Software)<br>  ● 11.2.1.1.2 (Closed Software)<br>  ● 11.8.2 (Authoring Tool)<br>  ● 12.1.2 (Product Docs)<br>  ● 12.2.4 (Support Docs)<br>Revised Section 508<br>  ● 501 (Web)(Software)<br>  ● 504.2 (Authoring Tool)<br>  ● 602.3 (Support Docs) | Does not support | Functionality of the content is not operable through a keyboard interface. Examples include:<br><br>● Panels launched by main navigation items are not keyboard accessible.<br>● On small viewport sizes, the submenus launched by the main navigation items are not keyboard accessible.<br>● Links within each card on the homepage are not accessible by keyboard.<br>● Tooltips throughout are not accessible by keyboard. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.1.2 No Keyboard Trap** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>  ● 9.2.1.2 (Web)<br>  ● 10.2.1.2 (Non-web document)<br>  ● 11.2.1.2 (Open Functionality Software)<br>  ● 11.2.1.2 (Closed Software)<br>  ● 11.8.2 (Authoring Tool)<br>  ● 12.1.2 (Product Docs)<br>  ● 12.2.4 (Support Docs)<br>Revised Section 508<br>  ● 501 (Web)(Software)<br>  ● 504.2 (Authoring Tool)<br>  ● 602.3 (Support Docs) | Supports | For all components that receive keyboard focus, focus can be moved away from that component using the keyboard. |
| **2.1.4 Character Key Shortcuts** (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>  ● 9.2.1.4 (Web)<br>  ● 10.2.1.4 (Non-web document)<br>  ● 11.2.1.4.1 (Open Functionality Software)<br>  ● 11.2.1.4.2 (Closed Software)<br>  ● 11.8.2 (Authoring Tool)<br>  ● 12.1.2 (Product Docs)<br>  ● 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | Not Applicable | The website does not use single character key keyboard shortcuts. |
| **2.2.1 Timing Adjustable** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>  ● 9.2.2.1 (Web)<br>  ● 10.2.2.1 (Non-web document)<br>  ● 11.2.2.1 (Open Functionality Software)<br>  ● 11.2.2.1 (Closed Software)<br>  ● 11.8.2 (Authoring Tool)<br>  ● 12.1.2 (Product Docs)<br>  ● 12.2.4 (Support Docs)<br>Revised Section 508<br>  ● 501 (Web)(Software)<br>  ● 504.2 (Authoring Tool)<br>  ● 602.3 (Support Docs) | Supports | The website has time limits, but a mechanism is provided to extend the time limit. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.2.2 Pause, Stop, Hide** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.2.2.2 (Web)<br>● 10.2.2.2 (Non-web document)<br>● 11.2.2.2 (Open Functionality Software)<br>● 11.2.2.2 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Not Applicable | The website does not include any moving, blinking, scrolling or auto-updating information (that starts automatically and is presented in parallel with other content). |
| **2.3.1 Three Flashes or Below Threshold** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.2.3.1 (Web)<br>● 10.2.3.1 (Non-web document)<br>● 11.2.3.1 (Open Functionality Software)<br>● 11.2.3.1 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Supports | The website does not include content that flashes more than three times in any one second period. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.1 Bypass Blocks** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.2.4.1 (Web)<br>● 10.2.4.1 (Non-web document) – Does not apply<br>● 11.2.4.1 (Open Functionality Software) – Does not apply<br>● 11.2.4.1 (Closed Software) – Does not apply<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software) – Does not apply to non-web software<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) – Does not apply to non-web docs | Does Not Support | A mechanism is not available to bypass blocks of content that are repeated on multiple pages. Examples include:<br><br>● Each page contains two links that should allow a user to move straight to the navigation or main content, but these are not working. |
| **2.4.2 Page Titled** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.2.4.2 (Web)<br>● 10.2.4.2 (Non-web document)<br>● 11.2.4.2 (Open Functionality Software) - Does not apply<br>● 11.2.4.2 (Closed Software) – Does not apply<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Supports | All pages have titles that describe their topic or purpose. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.3 Focus Order** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.2.4.3 (Web)<br>● 10.2.4.3 (Non-web document)<br>● 11.2.4.3 (Open Functionality Software)<br>● 11.2.4.3 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Does Not Support | Focusable components do not receive focus in an order that preserves meaning and operability. Examples include:<br><br>● Within the ISV Listing pages the overview tab contains in-page links where the visual scroll is scripted, but focus does not move to the destination location.<br>● On small viewport sizes, keyboard focus is not constrained to the modal dialog that contains the carousel in the overview tab of the ISV Listings page.<br>● Moving between the radio buttons to change the sort order on the review tab panel, or moving between tabs, causes a loss of keyboard focus.<br>● Activating the "Like" button on the "Review" tab panel causes focus to move to the body element of the page causing a screenreader to announce the page title again.<br>● On small viewport sizes, when the "Close Filters" button is pressed in the "Review" tab panel or the search results page, keyboard focus is lost. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.4 Link Purpose (In Context)** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.2.4.4 (Web)<br>● 10.2.4.4 (Non-web document)<br>● 11.2.4.4 (Open Functionality Software)<br>● 11.2.4.4 (Closed Software<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Partially Supports | The purpose of all links can be determined from the link text alone, or from the link text together with its programmatically determined link context, with some exceptions. These include:<br><br>● The "Saved Listings" link in the header has an accessible name of "heart 0".<br>● The "Top Categories" pills on the homepage have accessible names that contain a URL rather than the visible link text. |
| **2.5.1 Pointer Gestures** (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.2.5.1 (Web)<br>● 10.2.5.1 (Non-web document)<br>● 11.2.5.1 (Open Functionality Software)<br>● 11.2.5.1 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | Not Applicable | The website does not require multipoint/path-based gestures. |
| **2.5.2 Pointer Cancellation** (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.2.5.2 (Web)<br>● 10.2.5.2 (Non-web document)<br>● 11.2.5.2 (Open Functionality Software)<br>● 11.2.5.2 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | Supports | For all functionality that can be operated using a single pointer, all pointer event interaction can be cancelled as per the SC requirements. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.5.3 Label in Name** (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>    ● 9.2.5.3 (Web)<br>    ● 10.2.5.3 (Non-web document)<br>    ● 11.2.5.3.1 (Open Functionality Software)<br>    ● 11.2.5.3.2 (Closed Software)<br>    ● 11.8.2 (Authoring Tool)<br>    ● 12.1.2 (Product Docs)<br>    ● 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | Partially Supports | For all user interface components with labels that include text or images of text, the accessible name of the component contains the text that is presented visually, with some exceptions. These include:<br><br>    ● "Top Categories" pills on the homepage have accessible names provided by aria-label attributes that do not contain the visible text label. |
| **2.5.4 Motion Actuation** (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>    ● 9.2.5.4 (Web)<br>    ● 10.2.5.4 (Non-web document)<br>    ● 11.2.5.4 (Open Functionality Software)<br>    ● 11.2.5.4 (Closed Software)<br>    ● 11.8.2 (Authoring Tool)<br>    ● 12.1.2 (Product Docs)<br>    ● 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | Not Applicable | The website does not include functionality that can be operated by device motion or user motion. |
| **3.1.1 Language of Page** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>    ● 9.3.1.1 (Web)<br>    ● 10.3.1.1 (Non-web document)<br>    ● 11.3.1.1.1 (Open Functionality Software)<br>    ● 11.3.1.1.2 (Closed Software)<br>    ● 11.8.2 (Authoring Tool)<br>    ● 12.1.2 (Product Docs)<br>    ● 12.2.4 (Support Docs)<br>Revised Section 508<br>    ● 501 (Web)(Software)<br>    ● 504.2 (Authoring Tool)<br>    ● 602.3 (Support Docs) | Supports | The default language of all pages can be programmatically determined. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.2.1 On Focus** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.3.2.1 (Web)<br>● 10.3.2.1 (Non-web document)<br>● 11.3.2.1 (Open Functionality Software)<br>● 11.3.2.1 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Partially Supports | No user interface component initiates a change of context when it receives focus, with some exceptions. These include:<br><br>● When moving between the "Overview", "Reviews" and "More details" tabs on a listings page, focus is moved directly to the newly displayed content.<br>● When moving between the radio buttons that determine the content sort order on the "Review" tab panel and search results pages, the disclosure is automatically closed and the sort applied, also losing keyboard focus. |
| **3.2.2 On Input** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.3.2.2 (Web)<br>● 10.3.2.2 (Non-web document)<br>● 11.3.2.2 (Open Functionality Software)<br>● 11.3.2.2 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Supports | Changing the setting of user interface components does not automatically cause a change of context. |
| **3.3.1 Error Identification** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.3.3.1 (Web)<br>● 10.3.3.1 (Non-web document)<br>● 11.3.3.1.1 (Open Functionality Software)<br>● 11.3.3.1.2 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Supports | For all input errors that are automatically detected, the item that is in error is identified and the error is described to the user in text. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.3.2 Labels or Instructions** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.3.3.2 (Web)<br>● 10.3.3.2 (Non-web document)<br>● 11.3.3.2 (Open Functionality Software)<br>● 11.3.3.2 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Supports | Labels or instructions are provided when content requires user input. |
| **4.1.1 Parsing** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.4.1.1 (Web)<br>● 10.4.1.1 (Non-web document)<br>● 11.4.1.1.1 (Open Functionality Software)<br>● 11.4.1.1.2 (Closed Software) – Does not apply<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Supports | In all 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. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **4.1.2 Name, Role, Value** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.4.1.2 (Web)<br>● 10.4.1.2 (Non-web document)<br>● 11.4.1.2.1 (Open Functionality Software)<br>● 11.4.1.2.2 (Closed Software) – Does not apply<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Partially Supports | For all user interface components, 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, with some exceptions. These include:<br><br>● Controls do not programmatically indicate that they control a disclosure region throughout the website.<br>● The "More" button on the "Overview" tab panel behaves as a menu pattern for keyboard users, but does not convey that role.<br>● The carousel on the "Overview" tab panel is conveyed as a listbox, which does not reflect its functionality.<br>● Some interactive elements such as the "Comment" textarea in the "Review" tab panel do not have an accessible name.<br>● The pressed state of the "Like" button on the "Review" tab panel is not programmatically conveyed.<br>● The active radio button of the star rating system in the "Write a Review" dialog is not correctly conveyed. |

## Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.4 Captions (Live)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.1.2.4 (Web)<br>● 10.1.2.4 (Non-web document)<br>● 11.1.2.4 (Open Functionality Software)<br>● 11.1.2.4 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Not Applicable | The website does not include live audio content within synchronized media. |
| **1.2.5 Audio Description (Prerecorded)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.1.2.5 (Web)<br>● 10.1.2.5 (Non-web document)<br>● 11.1.2.5 (Open Functionality Software)<br>● 11.1.2.5 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Not Applicable | The website does not include prerecorded video content in synchronized media. |
| **1.3.4 Orientation** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.1.3.4 (Web)<br>● 10.1.3.4 (Non-web document)<br>● 11.1.3.4 (Open Functionality Software)<br>● 11.1.3.4 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | Supports | The website does not restrict the view and operation of content to a single display orientation. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 1.3.5 Identify Input Purpose (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.1.3.5 (Web)<br>● 10.1.3.5 (Non-web document)<br>● 11.1.3.5.1 (Open Functionality Software)<br>● 11.1.3.5.2 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | Not Applicable | The areas of the website tested do not include input fields that collect information about the user. |
| 1.4.3 Contrast (Minimum) (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.1.4.3 (Web)<br>● 10.1.4.3 (Non-web document)<br>● 11.1.4.3 (Open Functionality Software)<br>● 11.1.4.3 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Supports | The visual presentation of all text and all images of text has a contrast ratio of at least 4.5:1, while large-scale text and images of large-scale text have a contrast ratio of at least 3:1. |
| 1.4.4 Resize text (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.1.4.4 (Web)<br>● 10.1.4.4 (Non-web document)<br>● 11.1.4.4.1 (Open Functionality Software)<br>● 11.1.4.4.2 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Supports | All text can be resized without assistive technology by zooming up to 200% with no loss of content or functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.5 Images of Text** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.1.4.5 (Web)<br>● 10.1.4.5 (Non-web document)<br>● 11.1.4.5.1 (Open Functionality Software)<br>● 11.1.4.5.2 (Closed Software) – Does not apply<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508<br>● 501 (Web)(Software)<br>● 504.2 (Authoring Tool)<br>● 602.3 (Support Docs) | Partially Supports | Text, rather than images of text, is used to convey information, with some exceptions. These include:<br><br>● The homepage image used within the "Get success now with partner apps and experts on AppExchange" section.<br>● Media example images used within the "Overview" tab panel carousel. |
| **1.4.10 Reflow** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.1.4.10 (Web)<br>● 10.1.4.10 (Non-web document)<br>● 11.1.4.10 (Open Functionality Software)<br>● 11.1.4.10 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | Partially Supports | All content can be resized to a width of 320 CSS pixels/a height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions with some exceptions. These include:<br><br>● The "Saved Listings" link is removed from the header navigation.<br>● The "Write a Review" form overflows the side of the viewport causing horizontal scrolling. |
| **1.4.11 Non-text Contrast** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>● 9.1.4.11 (Web)<br>● 10.1.4.11 (Non-web document)<br>● 11.1.4.11 (Open Functionality Software)<br>● 11.1.4.11 (Closed Software)<br>● 11.8.2 (Authoring Tool)<br>● 12.1.2 (Product Docs)<br>● 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | Partially Supports | The visual presentation of all user interface components and other graphical objects has a contrast ratio of at least 3:1, with some exceptions. These include:<br><br>● On small viewport sizes the focus indicator on the menu link controls has a contrast ratio of 1.1:1. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.12 Text Spacing** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.4.12 (Web)<br>&bull; 10.1.4.12 (Non-web document)<br>&bull; 11.1.4.12 (Open Functionality Software)<br>&bull; 11.1.4.12 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | Supports | The website allows for the changing of all relevant text style properties without loss of content or functionality. |
| **1.4.13 Content on Hover or Focus** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.4.13 (Web)<br>&bull; 10.1.4.13 (Non-web document)<br>&bull; 11.1.4.13 (Open Functionality Software)<br>&bull; 11.1.4.13 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | Supports | All additional content displayed on hover or focus is dismissable, hoverable, and persistent. |
| **2.4.5 Multiple Ways** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.2.4.5 (Web)<br>&bull; 10.2.4.5 (Non-web document) – Does not apply<br>&bull; 11.2.4.5 (Open Functionality Software) – Does not apply<br>&bull; 11.2.4.5 (Closed Software) – Does not apply<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software) – Does not apply to non-web software<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) – Does not apply to non-web docs | Supports | More than one way is available to locate web pages. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.6 Headings and Labels** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>  ● 9.2.4.6 (Web)<br>  ● 10.2.4.6 (Non-web document)<br>  ● 11.2.4.6 (Open Functionality Software)<br>  ● 11.2.4.6 (Closed Software)<br>  ● 11.8.2 (Authoring Tool)<br>  ● 12.1.2 (Product Docs)<br>  ● 12.2.4 (Support Docs)<br>Revised Section 508<br>  ● 501 (Web)(Software)<br>  ● 504.2 (Authoring Tool)<br>  ● 602.3 (Support Docs) | Supports | All headings and labels appropriately describe the topic or purpose of their related content. |
| **2.4.7 Focus Visible** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>  ● 9.2.4.7 (Web)<br>  ● 10.2.4.7 (Non-web document)<br>  ● 11.2.4.7 (Open Functionality Software)<br>  ● 11.2.4.7 (Closed Software)<br>  ● 11.8.2 (Authoring Tool)<br>  ● 12.1.2 (Product Docs)<br>  ● 12.2.4 (Support Docs)<br>Revised Section 508<br>  ● 501 (Web)(Software)<br>  ● 504.2 (Authoring Tool)<br>  ● 602.3 (Support Docs) | Does Not Support | Keyboard operable user interface components do not include an indication of keyboard focus. Examples include:<br><br>  ● Bypass links on every page are not visible when they receive keyboard focus. |
| **3.1.2 Language of Parts** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>  ● 9.3.1.2 (Web)<br>  ● 10.3.1.2 (Non-web document)<br>  ● 11.3.1.2 (Open Functionality Software) – Does not apply<br>  ● 11.3.1.2 (Closed Software) – Does not apply<br>  ● 11.8.2 (Authoring Tool)<br>  ● 12.1.2 (Product Docs)<br>  ● 12.2.4 (Support Docs)<br>Revised Section 508<br>  ● 501 (Web)(Software)<br>  ● 504.2 (Authoring Tool)<br>  ● 602.3 (Support Docs) | Supports | The human language of each passage or phrase in the content of all pages can be programmatically determined. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.2.3 Consistent Navigation** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.2.3 (Web)<br>• 10.3.2.3 (Non-web document) – Does not apply<br>• 11.3.2.3 (Open Functionality Software) – Does not apply<br>• 11.3.2.3 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | Supports | 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. |
| **3.2.4 Consistent Identification** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.2.4 (Web)<br>• 10.3.2.4 (Non-web document) – Does not apply<br>• 11.3.2.4 (Open Functionality Software) – Does not apply<br>• 11.3.2.4 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | Supports | All components that have the same functionality within a set of web pages are identified consistently. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.3.3 Error Suggestion** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>  ● 9.3.3.3 (Web)<br>  ● 10.3.3.3 (Non-web document)<br>  ● 11.3.3.3 (Open Functionality Software)<br>  ● 11.3.3.3 (Closed Software)<br>  ● 11.8.2 (Authoring Tool)<br>  ● 12.1.2 (Product Docs)<br>  ● 12.2.4 (Support Docs)<br>Revised Section 508<br>  ● 501 (Web)(Software)<br>  ● 504.2 (Authoring Tool)<br>  ● 602.3 (Support Docs) | Supports | For all automatically detected input errors where suggestions for correction are known, these suggestions are provided to the user. |
| **3.3.4 Error Prevention (Legal, Financial, Data)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>  ● 9.3.3.4 (Web)<br>  ● 10.3.3.4 (Non-web document)<br>  ● 11.3.3.4 (Open Functionality Software)<br>  ● 11.3.3.4 (Closed Software)<br>  ● 11.8.2 (Authoring Tool)<br>  ● 12.1.2 (Product Docs)<br>  ● 12.2.4 (Support Docs)<br>Revised Section 508<br>  ● 501 (Web)(Software)<br>  ● 504.2 (Authoring Tool)<br>  ● 602.3 (Support Docs) | Supports | Pages that modify or delete user-controllable data in data storage systems are checked for input errors and subsequently correctable. |
| **4.1.3 Status Messages** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>  ● 9.4.1.3 (Web)<br>  ● 10.4.1.3 (Non-web document)<br>  ● 11.4.1.3 (Open Functionality Software)<br>  ● 11.4.1.3 (Closed Software) – Does not apply<br>  ● 11.8.2 (Authoring Tool)<br>  ● 12.1.2 (Product Docs)<br>  ● 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | Partially Supports | In all content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus, with some exceptions. These include:<br><br>  ● When the search results update in response to users selecting a filter, the change to the number of results is not announced explicitly to assistive technology users. |

## Table 3: Success Criteria, Level AAA

Notes: Salesforce AppExchange has not been evaluated for WCAG 2.1 Level AAA conformance.

# Revised Section 508 Report

Notes: The mapping of WCAG 2.0 success criteria to the criteria in chapter is based on **Section 508: Mapping of WCAG 2.0 to Functional Performance Criteria**.

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

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.1 Without Vision | Does Not Support | Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:<br><br>● 1.1.1 Non-text content<br>● 1.3.1 Info and relationships<br>● 2.1.1 Keyboard<br>● 2.4.1 Bypass blocks<br>● 2.4.3 Focus order<br>● 2.4.4 Link purpose (in context)<br>● 3.2.1 On focus<br>● 4.1.2 Name, role, value |
| 302.2 With Limited Vision | Does Not Support | Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:<br><br>● 1.1.1 Non-text content<br>● 1.3.1 Info and relationships<br>● 1.4.5 Images of text<br>● 2.1.1 Keyboard<br>● 2.4.1 Bypass blocks<br>● 2.4.3 Focus order<br>● 2.4.4 Link purpose (in context)<br>● 2.4.7 Focus visible<br>● 3.2.1 On focus<br>● 4.1.2 Name, role, value |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.3 Without Perception of Color | Partially Supports | Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:<br><br>● 1.4.11 Non-text contrast |
| 302.4 Without Hearing | Supports | |
| 302.5 With Limited Hearing | Supports | |
| 302.6 Without Speech | Supports | |
| 302.7 With Limited Manipulation | Does Not Support | Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:<br><br>● 2.1.1 Keyboard<br>● 2.4.1 Bypass blocks<br>● 2.4.3 Focus order<br>● 2.4.4 Link purpose (in context)<br>● 2.4.7 Focus visible<br>● 3.2.1 On focus<br>● 4.1.2 Name, role, value |
| 302.8 With Limited Reach and Strength | Supports | |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Does Not Support | Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:<br><br>● 1.1.1 Non-text content<br>● 1.3.1 Info and relationships<br>● 1.4.5 Images of text<br>● 2.1.1 Keyboard<br>● 2.4.1 Bypass blocks<br>● 2.4.3 Focus order<br>● 2.4.4 Link purpose (in context)<br>● 2.4.7 Focus visible<br>● 3.2.1 On focus<br>● 4.1.2 Name, role, value |

## Chapter 4: Hardware

Notes: This product is a web application and is not subject to the requirements of this section.

## Chapter 5: Software

Notes: This product is a web application and is not subject to the requirements of this section.

# Chapter 6: Support Documentation and Services

Notes:

| Criteria | 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 | Supports | Salesforce provides electronic versions of all product support documentation related to this product. End-users with disabilities can request additional product support documentation by opening a new case at **http://help.salesforce.com** |
| 602.3 Electronic Support Documentation | See WCAG 2.x section | See information in WCAG 2.x section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports | End-users with disabilities can request additional product support documentation by opening a new case at **http://help.salesforce.com** |
| ***603 Support Services*** | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Supports | Salesforce provides electronic versions of all product support documentation related to this product's accessibility. End-users with disabilities can request additional product support documentation by opening a new case at **http://help.salesforce.com** |
| 603.3 Accommodation of Communication Needs | Supports | Support services related to this product can be found at the Salesforce.com help website. Currently, telephone communication provision does not support TTY or relay services.  Users with disabilities can open support requests directly at **http://help.salesforce.com** |

# EN 301 549 Report

Notes:

## Chapter 4: Functional Performance Statements (FPS)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 4.2.1 Usage without vision | Does Not Support | Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:<br><br>● 1.1.1 Non-text content<br>● 1.3.1 Info and relationships<br>● 2.1.1 Keyboard<br>● 2.4.1 Bypass blocks<br>● 2.4.3 Focus order<br>● 2.4.4 Link purpose (in context)<br>● 2.5.3 Label in name<br>● 3.2.1 On focus<br>● 4.1.2 Name, role, value<br>● 4.1.3 Status messages |
| 4.2.2 Usage with limited vision | Does Not Support | Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:<br><br>● 1.1.1 Non-text content<br>● 1.3.1 Info and relationships<br>● 1.4.5 Images of text<br>● 1.4.10 Reflow<br>● 1.4.11 Non-text contrast<br>● 2.1.1 Keyboard<br>● 2.4.1 Bypass blocks<br>● 2.4.3 Focus order<br>● 2.4.4 Link purpose (in context)<br>● 2.4.7 Focus visible<br>● 2.5.3 Label in name |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | • 3.2.1 On focus<br>• 4.1.2 Name, role, value<br>• 4.1.3 Status messages |
| 4.2.3 Usage without perception of colour | Partially Supports | Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:<br><br>• 1.4.11 Non-text contrast |
| 4.2.4 Usage without hearing | Supports | |
| 4.2.5 Usage with limited hearing | Supports | |
| 4.2.6 Usage with no or limited vocal capability | Supports | |
| 4.2.7 Usage with limited manipulation or strength | Does Not Support | Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:<br><br>• 2.1.1 Keyboard<br>• 2.4.1 Bypass blocks<br>• 2.4.3 Focus order<br>• 2.4.4 Link purpose (in context)<br>• 2.4.7 Focus visible<br>• 2.5.3 Label in name<br>• 3.2.1 On focus<br>• 4.1.2 Name, role, value |
| 4.2.8 Usage with limited reach | Supports | |
| 4.2.9 Minimize photosensitive seizure triggers | Supports | |
| 4.2.10 Usage with limited cognition, language or learning | Does Not Support | Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:<br><br>• 1.1.1 Non-text content<br>• 1.3.1 Info and relationships<br>• 1.4.5 Images of text<br>• 2.1.1 Keyboard<br>• 2.4.1 Bypass blocks<br>• 2.4.3 Focus order |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
|  |  | <ul><li>2.4.4 Link purpose (in context)</li><li>2.4.7 Focus visible</li><li>2.5.3 Label in name</li><li>3.2.1 On focus</li><li>4.1.2 Name, role, value</li><li>4.1.3 Status messages</li></ul> |
| 4.2.11 Privacy | Supports |  |

## Chapter 5: Generic Requirements

Notes: This product supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

## Chapter 6: ICT with Two-Way Voice Communication

Notes: This product does not offer two-way voice communication and is therefore not subject to the requirements of this section

## Chapter 7: ICT with Video Capabilities

Notes: This product does not offer video captioning and audio description and is therefore not subject to the requirements of this section.

## Chapter 8: Hardware

Notes: Not Applicable

## Chapter 9: Web (see WCAG 2.x section)

Notes: Not Applicable

## Chapter 10: Non-Web Documents

Notes: Not Applicable

## Chapter 11: Software

Notes: Not Applicable

## Chapter 12: Documentation and Support Services

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| *12.1 Product documentation* | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 12.1.1 Accessibility and compatibility features | Supports | See information in WCAG 2.x (602.2) section |
| 12.1.2 Accessible documentation | See **WCAG 2.x** section | See information in WCAG 2.x section |
| *12.2 Support Services* | Heading cell – no response required | Heading cell – no response required |
| 12.2.2 Information on accessibility and compatibility features | Supports | See information in WCAG 2.x (603.2) section |
| 12.2.3 Effective communication | Not Applicable | |
| 12.2.4 Accessible documentation | See **WCAG 2.x** section | See information in WCAG 2.x section |

## Chapter 13: **ICT Providing Relay or Emergency Service Access**

Notes: Not Applicable