



# Salesforce Accessibility Conformance Report International Edition

VPAT<sup>®</sup> (Voluntary Product Accessibility Template<sup>®</sup>) version 2.4

Name of Product/Version:	Salesforce IdeaExchange Winter '24 (246)
Report Date:	<b>October 2023</b>
Product Description:	IdeaExchange is Salesforce's always-on feedback platform, designed to connect customers and product teams to improve Salesforce for everyone.
Contact information:	accessibility@salesforce.com
Notes:	The scope of this ACR includes Salesforce IdeaExchange functionality such as Trailblazer – Account sign-up flow, Trailblazer – Login – Single-use code, Home, Ideas – (All ideas, My activity), Idea – (Post, Open, Delivered, Archived), Prioritization – (Open, Edit coins, Closed), Winners, FAQ, and About. For more information, please visit Salesforce Product Accessibility Status at <a href="https://www.salesforce.com/company/legal/508_accessibility">https://www.salesforce.com/company/legal/508_accessibility</a>
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. The following operating system, browsers, toolsets, and screen readers are used for evaluation: JAWS 2023 with Chrome (latest) on Windows, NVDA with Firefox (latest) on Windows, VoiceOver with Chrome on MacOS (latest) (spot check), manual accessibility testing, and keyboard testing with visual focus. Testing included a representative sample of different pages, states, and content types.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)
<a href="#">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)</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.
- **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 2.1 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 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.1.1 Non-text Content</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>	<p>Web: Partially supports</p>	<p>Web: The images included within Salesforce IdeaExchange have a meaningful text alternative (alt). Non-relevant or decorative images typically have null alt attributes or are inserted as background CSS images. Adjacent image and text links for the same resource are combined into one element.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• Some meaningful images in the following areas lack or have inaccurate text alternatives: Idea - (Open, Delivered, Archived), Prioritization - (Open, Edit Coins, Closed), FAQ.</li> <li>• Some decorative images have not been hidden from assistive technologies in the following areas: Footer (site-wide), Home, Trailblazer - Account Sign-up - Step 1.</li> <li>• Adjacent image and text links lead to the same resource in the following areas: Idea - (Open, Delivered, Archived).</li> </ul>
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</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>	<p>Web: Not applicable</p>	<p>Web: Salesforce IdeaExchange does not include any prerecorded audio-only or video-only as a standard default functionality.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.2 Captions (Prerecorded)</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> <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)</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>	<p>Web: Not applicable</p>	<p>Web: IdeaExchange does not include any prerecorded audio-only, video-only or multimedia as a standard default functionality.</p>
<p><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (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>	<p>Web: Not applicable</p>	<p>Web: Salesforce IdeaExchange does not include any prerecorded audio-only, video-only or multimedia as a standard default functionality.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.3.1 Info and Relationships</b> (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> <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>	<p>Web: Partially supports</p>	<p>Web: Salesforce IdeaExchange user interface contains semantic markup (headings, lists, etc.) to designate headings and emphasized text. Headings and WAI-ARIA landmarks, identity, role, operation, and state are used to help convey the presentation to assistive technologies.</p> <p>A descriptive text is used to indicate the various types of content and controls, and the relationships between them. The data tables with column and/or row headers are properly identified.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• Some text is visually styled like headings but is not marked up as such, or headings do not reflect the content structure for: Trailblazer - Account sign-up - (Step 1, 2, 3 Complete), Trailblazer - Login - Single-use code, Home, Ideas - (All ideas, My activity), Winners, FAQ.</li> <li>• Some lists are not marked up correctly, or related items are not marked up in a list on the following pages/areas: Hamburger menu (site-wide), Header (site-wide), Idea - (Open, Delivered, Archived), Ideas - (All ideas, My activity).</li> <li>• Related form controls are not grouped programmatically on the Ideas - My activity page.</li> <li>• Form instructions have not been linked in code to their fields on the Idea - Post page.</li> <li>• Users of assistive technologies are provided inaccurate or no information when navigating the Trailblazer - Account sign-up - Step 1 page.</li> <li>• Some data tables/grids have not been marked up correctly on the Prioritization - (Open, Edit coins, Closed) pages.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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> <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>	<p>Web: Partially supports</p>	<p>Web: Salesforce IdeaExchange is developed in a meaningful and correct reading sequence that can be programmatically determined. As an example, inputs and labels are contained within the same division element and listed in a meaningful sequence.</p> <p>However, there is one exception:</p> <ul style="list-style-type: none"> <li>• Visually hidden buttons receive focus on the Prioritization - Edit coins page.</li> </ul>
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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> <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>	<p>Web: Partially supports</p>	<p>Web: Salesforce IdeaExchange user interface content is provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound.</p> <p>However, there is one exception:</p> <ul style="list-style-type: none"> <li>• Some instructional text relies only on the relative position of content to provide meaning on the FAQ page.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <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> <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>	<p>Web: Partially supports</p>	<p>Web: Salesforce IdeaExchange does not use color alone to distinguish the importance of a visual element. The textual representation is always used as the primary mechanism for conveying information. The WAI-ARIA role and selected state also communicate the proper information.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• Inline links use color only to differ from static text on the Ideas - (All ideas, My activity), Prioritization - (Open, Closed), and Winners pages.</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>	<p>Web: Not applicable</p>	<p>Web: Salesforce IdeaExchange pages do not serve video content containing audio.</p>

Criteria	Conformance Level	Remarks and Explanations
<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> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially supports</p>	<p>Web: Salesforce IdeaExchange supports standard keyboard navigation and input functions (pressing [Tab] to move between input fields, pressing the arrow keys to move between list items, and pressing [Space] or [Enter] to make selections).</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The Category accordions cannot be tabbed to or activated with keyboard on the Ideas - (All Ideas, My activity) pages.</li> </ul>
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (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>	<p>Web: Supports</p>	<p>Web: Salesforce IdeaExchange features support standard keyboard navigation and ensure that keyboard users cannot be trapped in a subset of content. The keyboard focus is not locked or trapped at any page element.</p>
<p><b>2.1.4 Character Key Shortcuts</b> (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>	<p>Web: Supports</p>	<p>Web: Salesforce IdeaExchange provides some keyboard shortcuts for the standard controls and content.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><b>2.2.1 Timing Adjustable</b> (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> <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>	<p>Web: Partially supports</p>	<p>Web: Salesforce IdeaExchange does not provide time limits set by the content.</p> <p>However, there is one exception:</p> <ul style="list-style-type: none"> <li>• Toast notifications are dismissed automatically on the Idea - Post page.</li> </ul>
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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> <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>	<p>Web: Not applicable</p>	<p>Web: Salesforce IdeaExchange does not contain any type of flashes or flashing objects.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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> <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>	<p>Web: Not applicable</p>	<p>Web: Salesforce IdeaExchange does not contain any type of flashes or flashing objects.</p>
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <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>Web: Partially supports</p>	<p>Web: Salesforce IdeaExchange contains marked headings, WAI-ARIA landmarks, and skip links to help users readily navigate to desired content and bypass repeated blocks of content.</p> <p>However, there is one exception:</p> <ul style="list-style-type: none"> <li>• The Skip to navigation link does not move keyboard focus to the target destination (site-wide).</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.2 Page Titled</b> (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>	<p>Web: Supports</p>	<p>Web: Salesforce IdeaExchange contains meaningful and relevant page titles that indicate the topic or purpose of each page.</p>
<p><b>2.4.3 Focus Order</b> (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> <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> <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>	<p>Web: Partially supports</p>	<p>Web: Salesforce IdeaExchange user interface and controls are navigated sequentially by tabbing through the various inputs and labels. The user controls receive keyboard focus in the same tab order in which they are presented visually.</p> <p>Salesforce IdeaExchange uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• Visually hidden buttons receive focus on the Prioritization - Edit coins page.</li> <li>• Focus is not managed when errors are displayed on the Trailblazer - Account sign-up - (Step 3, Complete) pages.</li> <li>• Focus is not managed for modal dialogs and menus on the following pages/areas: Hamburger menu (site-wide), Idea - Post, Prioritization - Edit coins.</li> <li>• Focus order is not logical for global search elements (header) and the Review sticky footer on the Prioritization - Edit coins page.</li> <li>• The Skip to navigation link does not move keyboard focus to the target destination (site-wide).</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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> <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>	<p>Web: Partially supports</p>	<p>Web: Link elements within Salesforce IdeaExchange provide purpose both through the link text itself and the title attribute, even when reading out of context.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• Some link text is not descriptive on the Home and Prioritization - Open pages.</li> </ul>
<p><b>2.5.1 Pointer Gestures</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.1 (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> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: Salesforce IdeaExchange can be operated with a single pointer, without multipoint or path-based gestures for an operation.</p>
<p><b>2.5.2 Pointer Cancellation</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.2 (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> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: Salesforce IdeaExchange does not have any functionality that can be operated or executed using a single pointer cancellation.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.5.3 Label in Name</b> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3.1 (Open Functionality Software)</li> <li>• 11.2.5.3.2 (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 – Does not apply</p>	<p>Web: Partially supports</p>	<p>Web: Salesforce IdeaExchange user interface has labels that include text or images of text that are visually presented with the name of the text.</p> <p>However, there are a couple of exceptions:</p> <ul style="list-style-type: none"> <li>• The visible labels of some components do not match the accessible name on the Trailblazer - Account sign-up - Step 2, and Prioritization - (Open, Closed) pages.</li> </ul>
<p><b>2.5.4 Motion Actuation</b> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <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> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: Salesforce IdeaExchange does not contain functionality that can only be operated via device or user motion.</p>
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <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> <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>	<p>Web: Partially supports</p>	<p>Web: The default language of the page is specified or set on the HTML tag for most of the Salesforce IdeaExchange pages.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The Trailblazer - Account sign-up flow (all pages) do not have a default language set.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<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> <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>	<p>Web: Supports</p>	<p>Web: There is no context change within the Salesforce IdeaExchange user interface when a component receives focus.</p>
<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> <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>	<p>Web: Supports</p>	<p>Web: Changing the setting of core components and features in the Salesforce IdeaExchange user interface does not initiate any change of context.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>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>	<p>Web: Supports</p>	<p>Web: Users are visually notified when an input error is detected within the Salesforce IdeaExchange data entry forms if a required field has not been completed.</p> <p>Proper error information is provided for the visual users in the form of visual text on the field level input elements, to enable the users to identify which fields were omitted and must be completed.</p>
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p> <p>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>	<p>Web: Partially supports</p>	<p>Web: The electronic form controls, including input fields and buttons in the Salesforce IdeaExchange features, can be operated, and accessed by using assistive technology.</p> <p>The form label elements within the Salesforce IdeaExchange features are properly associated and placed in line with the form fields.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The Language field in the Trailblazer - Account Sign-up flow does not have a visible label nor a label in code.</li> <li>• Placeholder text is used as a visible label for some fields on the Idea - (Open, Delivered, Archived) pages.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) – 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>	<p>Web: Supports</p>	<p>Web: Salesforce IdeaExchange satisfies all parsing requirements.</p>
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) – 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>	<p>Web: Partially supports</p>	<p>Web: The name, role, and value used in Salesforce IdeaExchange user interface elements are available to assistive technologies via HTML or WAI-ARIA to describe the identity, operation, and state.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• Some interactive elements do not have an accessible name or label in the header (site-wide), Trailblazer - Account sign-up flow, and Idea (All Ideas, My activity) pages.</li> <li>• Some interactive elements do not convey their correct state on the following pages/areas: Header (site-wide), Home, Ideas - (All ideas, My activity), Prioritization - (Open, Edit coins, Closed) and Winners.</li> <li>• List item labels cause verbose and confusing announcements for screen readers on the Ideas - (All ideas, My activity) pages.</li> </ul>



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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.4 Captions (Live)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <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> <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>	<p>Web: Not applicable</p>	<p>Web: Salesforce IdeaExchange does not include any live audio and video content.</p>
<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>	<p>Web: Not applicable</p>	<p>Web Salesforce IdeaExchange does not include any video content</p>
<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>	<p>Web: Supports</p>	<p>Web: Salesforce IdeaExchange does not restrict view and operation to a single display orientation.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.3.5 Identify Input Purpose</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>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5.1 (Open Functionality Software)</li> <li>• 11.1.3.5.2 (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 – Does not apply</p>	Web: Supports	Web: Salesforce IdeaExchange enables the input of information about the user that can be programmed. A visible label with appropriate instructions is provided to guide the user through the input fields.
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.3 (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>	Web: Partially supports	<p>Web: The Salesforce IdeaExchange screens provide sufficient color contrast between foreground and background text colors to enhance clarity, making it more legible for individuals with moderately low vision in user interface and controls.</p> <p>However, there is one exception:</p> <ul style="list-style-type: none"> <li>• The 'Explore Trailblazer account benefits' link does not meet contrast requirements against the background for the Trailblazer - Account sign-up flow.</li> </ul>
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (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> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The text and images within the Salesforce IdeaExchange user interface can be resized with the browser.

Criteria	Conformance Level	Remarks and Explanations
<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) – 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>	<p>Web: Supports</p>	<p>Web: Salesforce IdeaExchange user interface does not contain images in lieu of text. All text content within is included as pure text.</p>
<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 (Open Functionality Software)</li> <li>• 11.1.4.10 (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>Web: Partially supports</p>	<p>Web: In Salesforce IdeaExchange, content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions at 320 CSS pixels by 256 CSS pixels.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• Some text truncates when the page is zoomed to 400% on the Ideas - (All Ideas, My activity) pages.</li> <li>• The sticky header and footer obscure the main content area when the page is zoomed to 400% on the Prioritization - Edit coins page.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<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> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially supports</p>	<p>Web: Salesforce IdeaExchange and user controls mostly support and are distinguishable by individuals with moderately low vision, with an accepted contrast ratio.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• Some input borders do not meet contrast requirements on the Home and Idea - (Open, Delivered, Archived) pages.</li> <li>• Some focus Indicators do not meet contrast requirements on the Idea - (Post, Archived) pages.</li> <li>• Some non-text objects such as meaningful Icons do not meet contrast requirements on the Home, Idea - (Open, Delivered, Archived), and Prioritization - (Open, Closed) pages.</li> </ul>
<p><b>1.4.12 Text Spacing</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>• 9.1.4.12 (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> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially supports</p>	<p>Web: Salesforce IdeaExchange Interface is implemented with proper use of CSS markup language that supports the different text style properties and ensures no loss of content or functionality when there is any change in settings or style properties such as line height and spacing.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• Some text does not adjust spacing when text spacing settings are applied to the Prioritization - (Open, Edit coins, Closed) and Winners pages.</li> <li>• Some text is cut off when text spacing settings are applied to the Prioritization - Edit coins page.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <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> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Salesforce IdeaExchange user interface works in coordination with keyboard focus or pointer hover.
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <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> <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>	Web: Supports	Web: Salesforce IdeaExchange user interface and interaction are straightforward. It contains a landing home page and contextual top navigation, from which the user can launch or navigate to different sections or pages, as desired.
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to: 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>	Web: Partially supports	<p>Web: Salesforce IdeaExchange contains descriptive headings and text labels to inform assistive technology users of their location and current activity.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• Some element labels contain non-meaningful, redundant, or misleading information on the Ideas - (All Ideas, My activity) pages.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<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>	<p>Web: Partially supports</p>	<p>Web: The focus indicator within the Salesforce IdeaExchange user interface and controls are always visible.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• Some links and buttons do not have visible focus indicators on the Home, Ideas - (All ideas, My activity), and Idea - (Open, Delivered, Archived) pages.</li> </ul>
<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> <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> <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>	<p>Web: Supports</p>	<p>Web: The human language information in the Salesforce IdeaExchange user interface uses HTML 5 language mark-up for the elements that are accessed directly by commonly available assistive technology.</p>

Criteria	Conformance Level	Remarks and Explanations
<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>	<p>Web: Supports</p>	<p>Web: Salesforce IdeaExchange provides consistent and repeatable top menu navigation mechanisms across all pages to help users with assistive technologies.</p>
<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> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports</p>	<p>Web: Components and user interface controls are identified consistently for the same functionality across Salesforce IdeaExchange pages.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.3.3 Error Suggestion</b> (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>	<p>Web: Partially supports</p>	<p>Web: Whenever an error is automatically detected within Salesforce IdeaExchange data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form.</p> <p>Salesforce IdeaExchange provides suggestions for correcting errors, such as identifying required fields using the “aria-required” attribute.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• An error message is not informative on the Trailblazer - Account sign-up - Step 3 page.</li> </ul>
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (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>	<p>Web: Supports</p>	<p>Web: Data entered by users within Salesforce IdeaExchange functionalities are checked using validation methods to help users confirm and correct data submissions.</p>
<p><b>4.1.3 Status Messages</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>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document)</li> <li>• 11.4.1.3 (Open Functionality Software)</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> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: Salesforce IdeaExchange provides status messages that can be programmatically determined using roles or properties which can be presented to the user of assistive technology without receiving any focus.</p>





### **Table 3: Success Criteria, Level AAA**

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



## Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Web: Partially supports	<p>Web: Salesforce IdeaExchange uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies.</p> <p>The core features and controls in the Salesforce IdeaExchange are reachable using the keyboard alone and announced by assistive technology.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report section for details.</p>
302.2 With Limited Vision	Web: Partially supports	<p>Web: Salesforce IdeaExchange supports standard browser magnification and contrast adjustments. Salesforce IdeaExchange is compatible with assistive technologies and supports the use of screen readers for the visually impaired.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report section for details.</p>
302.3 Without Perception of Color	Web: Partially supports	<p>Web: Salesforce IdeaExchange does not use color as the only means of conveying information. Color is only used as a decorative or supplemental attribute of user interface elements. The textual representation is always used as the primary mechanism for conveying information.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report section for details.</p>
302.4 Without Hearing	Web: Partially supports	<p>Web: Salesforce IdeaExchange does not include audio-only features that require hearing to be used.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report section for details.</p>



Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Web: Partially supports	<p>Web: Salesforce IdeaExchange does not include audio-only features that require hearing to be used.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report section for details</p>
302.6 Without Speech	Web: Supports	<p>Web: Salesforce IdeaExchange does not require speech to operate or retrieve information. Support services related to Salesforce IdeaExchange can be found on the Salesforce.com website.</p> <p>Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a></p>
302.7 With Limited Manipulation	Web: Partially supports	<p>Web: Salesforce IdeaExchange supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the Salesforce IdeaExchange user interface does not require fine motor skills controls or simultaneous actions.</p> <p>The user interface and controls have large target areas that do not create problems for individuals who lack fine motor skills control or those who have limited reach and strength.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report section for details.</p>
302.8 With Limited Reach and Strength	Web: Supports	<p>Web: Salesforce IdeaExchange does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Salesforce IdeaExchange can be executed either by a mouse click or simple keystrokes (e.g., tab, space, alpha keys, alt).</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Partially supports	<p>Web: Salesforce IdeaExchange does not function in a way that is prohibitive to users with cognitive or learning impairment.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report section for details.</p>



## **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
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		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 <a href="http://help.salesforce.com">http://help.salesforce.com</a>
602.3 Electronic Support Documentation	See <u>WCAG 2.1</u> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation		End-users with disabilities can request additional product support documentation by opening a new case at <a href="http://help.salesforce.com">http://help.salesforce.com</a>
<b><u>603 Support Services</u></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		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 <a href="http://help.salesforce.com">http://help.salesforce.com</a>
603.3 Accommodation of Communication Needs		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 <a href="http://help.salesforce.com">http://help.salesforce.com</a>

# EN 301 549 Report

Notes:

## Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Web: Partially supports	<p>Web: Salesforce IdeaExchange uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report section for details.</p>
4.2.2 Usage with limited vision	Web: Partially supports	<p>Web: Salesforce IdeaExchange supports standard browser magnification and contrast adjustments and enables users to magnify the font size of the textual content available on the user screen.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report section for details.</p>
4.2.3 Usage without perception of color	Web: Partially supports	<p>Web: Color is only used as a decorative or supplemental attribute of user interface elements. The textual representation is always used as the primary mechanism for conveying information.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report section for details.</p>
4.2.4 Usage without hearing	Web: Partially supports	<p>Web: Salesforce IdeaExchange does not include audio-only features that require hearing to be used.</p>

Criteria	Conformance Level	Remarks and Explanations
		However, there are some exceptions. Refer to the WCAG 2.1 Report section for details.
4.2.5 Usage with limited hearing	Web: Partially supports	<p>Web: Salesforce IdeaExchange does not include audio-only features that require hearing to be used.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report section for details.</p>
4.2.6 Usage with no or limited vocal capability	Web: Supports	Web: Salesforce IdeaExchange does not require speech to operate or retrieve information.
4.2.7 Usage with limited manipulation or strength	Web: Partially supports	<p>Web: Salesforce IdeaExchange supports standard input mechanisms such as user-provided keyboards and pointing devices.</p> <p>The utilization of the Salesforce IdeaExchange user interface does not require fine motor skills controls or simultaneous actions.</p> <p>The user interface and controls have large target areas that do not create problems for individuals who lack fine motor skills control or those who have limited reach and strength.</p> <p>However, there are some exceptions. Refer to the WCAG 2.1 Report section for details.</p>
4.2.8 Usage with limited reach	Web: Not applicable	Web: Salesforce IdeaExchange is not installed or require physical reach.
4.2.9 Minimize photosensitive seizure triggers	Web: Not applicable	Web: Salesforce IdeaExchange does not include visual features with flashing that could trigger seizures.

Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Web: Partially supports	<p>Web: Salesforce IdeaExchange does not function in a way that is prohibitive to users with cognitive or learning impairment. End-users with disabilities can open support request directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a></p> <p>However, there are some exceptions. Refer to the WCAG 2.1 section for details.</p>
4.2.11 Privacy	Web: Supports	<p>Web: Salesforce IdeaExchange does not impede the usage of standard privacy controls alongside assistive technologies.</p> <p>For example, users can connect a headset for private listening to screen reader announcements.</p>

## 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 \(see WCAG 2.1 section\)](#)

Notes: Not Applicable



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

Notes: Not Applicable

## Chapter 11: [Software](#)

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	See information in WCAG 2.1 (602.2) section
12.1.2 Accessible documentation	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 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	See information in WCAG 2.1 (603.2) section
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section

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

Notes: Not Applicable