

# Esri Accessibility Conformance Report

## **ArcGIS Field Maps**

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Product Version: Web Application

Report Date: DEC 16, 2021

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# Esri Accessibility Conformance Report

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## Product Information

**Product Name/Version:** ArcGIS Field Maps (Web Application)

**Report Template:** Revised Section 508 Edition (based on VPAT® version 2.4)

**Product Release Date:** September, 2021

**Report Date:** December 16, 2021

**Product Description:** The ArcGIS Field Maps web app provides a centralized location to configure and deploy maps to the field, including the ability to create smart forms for data collection, set up offline workflows, manage various map and data collection settings, and share maps out to the field workforce through the Field Maps mobile app.

**Notes:** This report is written to reflect the ArcGIS Field Maps web application.

**Evaluation Methods Used:** Testing ArcGIS Fields Maps Website involved a combination of manual and functional testing on desktop. The product was tested by certified accessibility professionals on a selection of pages representative of ArcGIS Fields Maps Website using, among other methodology, the screen readers JAWS 2021, exclusive use of the keyboard, and manual inspection of code. Functional testing of typical user workflows was also conducted with three primary types of assistive technology: JAWS 2021 screen reader, ZoomText 2021 screen magnifier, Dragon® NaturallySpeaking 15.5 dictation software.

**Contact Information:** Environmental Systems Research Institute, Inc. (Esri)

For more information regarding Esri accessibility and Section 508, visit <https://www.esri.com/en-us/legal/accessibility>.

Specific inquiries may be emailed to [EsriAccessibility@esri.com](mailto:EsriAccessibility@esri.com), or mailed to Esri, Contracts and Legal Department, 380 New York Street, Redlands, California 92373.

Table 1: Applicable Standards and Guidelines

Standards / Guidelines	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</a>	(Yes)
<a href="#">EN 301 549 V3.1.1</a>	(Yes)

Table 2: Record of Changes

Version	Date	Description of Changes
1.0	09/27/2021	Evaluation results and explanations updated by testing vendor (initial version)
2.0	10/20/2021	Updated to 2.4 VPAT® template and Esri ACR format
2.1	12/16/2021	Evaluation results and explanations updated by Esri internal.

## Purpose

The Voluntary Product Accessibility Template (VPAT®) – used to create Esri Accessibility Conformance Reports – is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the VPAT® is to assist customers and buyers in making preliminary assessments regarding the availability of commercially-available Information and Communication Technology (ICT) products and services with features that support accessibility.

## Background

On March 20, 2017, the Architectural and Transportation Barriers Compliance Board (Access Board) revised, updated, and combined standards for ICT developed, procured, maintained, or used by federal agencies covered by Section 508 of the Rehabilitation Act of 1973 and Section 255 of the Communications Act of 1934. The revisions and updates to these standards are intended to ensure that electronic media is accessible to and usable by individuals with disabilities.

## Terms

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

Table 3: Conformance Level Definitions

Conformance Level	Definition
Supports	The functionality of the product has at least one method that meets the criterion or meets with equivalent facilitation.
Partially Supports	Product does not entirely meet the letter and intent of the criterion, but does provide some level of access.  OR  Product provides alternative methods to meet the intent of 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.

## Revised Section 508 Considerations

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### Application and Administration

Information and Communication Technology (ICT) that is procured, developed, maintained, or used by agencies shall conform to these requirements. Section 508 of the Rehabilitation Act (29 U.S.C. 794d) applies to federal departments and agencies, including the U.S. Postal Service. The term “agency” is defined in Section E103 to include the United States Postal Service and other federal agencies and departments as specified in 44 U.S.C. 3502. That section of the U.S.C. defines agency to mean any executive department, military department, Government corporation, Government controlled corporation, or other establishment in the executive branch of the Government (including the Executive Office of the President), or any independent regulatory agency, but does not include (a) the General Accounting Office; (b) Federal Election Commission; (c) the governments of the District of Columbia and of the territories and possessions of the United States, and their various subdivisions; or (d) Government-owned contractor-operated facilities, including laboratories engaged in national defense research and production activities.

All sections of the technical standards may apply to this product and are individually addressed in the following sections.

### Scoping Requirements

Section 508 Chapter 2 addresses application and scoping of the Revised 508 Standards, including exceptions. Multiple significant changes were made to this chapter, including:

- Adding a category to E205.3, official agency communications that are non-public facing electronic covered content;
- Clarifying the application of WCAG 2.0 to non-Web documents and software; and
- Made corresponding changes to E205.4 and E207.2, including adding E205.4.1 and E207.3, which specify the word substitution necessary to apply WCAG 2.0 to non-Web content.

207.2 WCAG Conformance. User interface components and content of platforms and applications shall conform to Level A and Level AA Success Criteria and Conformance Requirements specified for webpages in WCAG 2.0.

### Functional Performance Criteria

301.1 Scope. The requirements of Chapter 3 shall apply to ICT where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

## Hardware

401.1 Scope. The requirements of Chapter 4 shall apply to ICT that is hardware where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Hardware that is assistive technology shall not be required to conform to the requirements of this chapter.

402.1 General. ICT with closed functionality shall be operable without requiring the user to attach or install assistive technology other than personal headsets or other audio couplers, and shall conform to 402.

## Software

501.1 Scope. The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

502.1 General. Software shall interoperate with assistive technology and shall conform to 502.

502.2 Documented Accessibility Features. Software with platform features defined in platform documentation as accessibility features shall conform to 502.2.

## Support Documentation and Services

602.1 General. Documentation that supports the use of ICT shall conform to 602.

## Web Content Accessibility Guidelines (WCAG) Report

### WCAG Principle 1: Perceivable

Information and user interface components must be presentable to users in ways they can perceive. Criteria also apply to Revised Section 508 standards for Web and Software (501), Author Tools (504.2), and Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 4: WCAG Principle 1 Success Criteria - Perceivable

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.1.1 Non-text Content (Level A)</b></p> <p>All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.</p> <ul style="list-style-type: none"> <li>• <b>Controls, Input:</b> If non-text content is a control or accepts user input, then it has a name that describes its purpose.</li> <li>• <b>Time-Based Media:</b> If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>• <b>Test:</b> If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>• <b>Sensory:</b> If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>• <b>CAPTCHA:</b> If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content</li> </ul>	Partially Supports	<p>Most non-text content presented to users has text alternative that serves the equivalent purpose. However, a rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>• In the Map Content tab for building a form, the content behind the activated properties panels and dialogs are hidden visually but are not hidden from screen reader users.</li> <li>• Several decorative SVGs are visible to screen reader users.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p>are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.</p> <ul style="list-style-type: none"> <li>• Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.</li> </ul>		
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</u></b></p> <p>For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <ul style="list-style-type: none"> <li>• Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.</li> <li>• Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.</li> </ul>	Not Applicable	The product does not contain audio-only or video-only contents.
<p><b><u>1.2.2 Captions (Prerecorded) (Level A)</u></b></p> <p>Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Not Applicable	The product does not contain prerecorded content requiring synchronized captions.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</u></b></p> <p>An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Not Applicable	The product does not contain prerecorded content requiring synchronized audio description.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4</u> Captions (Live) (Level AA)</b></p> <p>Captions are provided for all live audio content in synchronized media.</p>	Not Applicable	The product does not have any live audio content.
<p><b><u>1.2.5</u> Audio Description (Prerecorded) (Level AA)</b></p> <p>Audio description is provided for all prerecorded video content in synchronized media.</p>	Not Applicable	The product does not have any prerecorded video content.
<p><b><u>1.3.1</u> Info and Relationships (Level A)</b></p> <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Partially Supports	<p>The product sometimes ensures that information, structure and relationships conveyed through presentation can also be determined programmatically or through text. However, a rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>• Several elements act as headings but do not have heading markup.</li> <li>• Live regions are missing that would communicate the important dynamical content changes.</li> <li>• Some form fields are missing programmatically associated labels.</li> <li>• Some form errors and constraints are not associated with their corresponding fields.</li> <li>• Some radio buttons are not properly grouped.</li> <li>• Several dialogs are missing proper dialog markup.</li> </ul>
<p><b><u>1.3.2</u> Meaningful Sequence (Level A)</b></p>	Supports	The reading sequence is meaningful and programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
<p>When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>		
<p><b><u>1.3.3</u> Sensory Characteristics (Level A)</b></p> <p>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.</p>	Supports	The product does not rely solely on any one sense to communicate information.
<p><b><u>1.3.4</u> Orientation (Level AA – WCAG 2.1 only)</b></p> <p>Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p>	Supports	Content does not restrict its view and operation to a single display orientation.
<p><b><u>1.3.5</u> Identify Input Purpose (Level AA – WCAG 2.1 only)</b></p> <p>The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> <li>• The input field serves a purpose identified in the Input Purposes for User Interface Components section; and</li> <li>• The content is implemented using technologies with support for identifying the expected meaning for form input data.</li> </ul>	Supports	The product programmatically determines the meaning of each input field.
<p><b><u>1.4.1</u> Use of Color (Level A)</b></p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Supports	Color is not used as the sole means of communicating information.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.2</u> Audio Control (Level A)</b></p> <p>If any audio on a Webpage plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	Supports	The product does not contain any audio component that plays automatically for more than 3 seconds.
<p><b><u>1.4.3</u> Contrast (Minimum) (Level AA)</b></p> <p>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> <li>• Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;</li> <li>• Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> <li>• Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.</li> </ul>	Partially Supports	<p>The product provides sufficient contrast between text and images of text and backgrounds in most instances. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• There are a few instances in which the color contrast does not meet the minimum ratio requirement. Some examples include light gray text on white background.</li> </ul>
<p><b><u>1.4.4</u> Resize text (Level AA)</b></p> <p>Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	Supports	Text can be resized without assistive technology up to 200 percent without loss of content or functionality.
<p><b><u>1.4.5</u> Images of Text (Level AA)</b></p> <p>If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <ul style="list-style-type: none"> <li>• Customizable: The image of text can be visually customized to the user's requirements;</li> </ul>	Supports	Text is used to convey information rather than images of text.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>Essential: A particular presentation of text is essential to the information being conveyed.</li> </ul> <p><i>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</i></p>		
<p><b>1.4.10 Reflow (Level AA – WCAG 2.1 only)</b></p> <p>Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> <li>Vertical scrolling content at a width equivalent to 320 CSS pixels</li> <li>Horizontal scrolling content at a height equivalent to 256 CSS pixels</li> </ul>	Partially Supports	<p>In most cases, content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions. However, a rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>The properties panels are not visible and operable when page reflows.</li> <li>Grid panels are cut off when the horizontal width is 320 CSS pixels/vertical height is 256 CSS pixels.</li> </ul>
<p><b>1.4.11 Non-text Contrast (Level AA – WCAG 2.1 only)</b></p> <p>The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s).</p>	Partially Supports	<p>In most cases, the product provides active user interface components and parts of graphics required to understand the content with sufficient contrast against adjacent colors. However, a rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>The Close “X” button in dialog does not provide sufficient color contrast.</li> <li>Several input fields do not provide sufficient color contrast.</li> </ul>
<p><b>1.4.12 Text Spacing (Level AA – WCAG 2.1 only)</b></p> <p>In content implemented using markup languages that support the following text style properties, no loss of content or</p>	Supports	<p>The content is available when users override text spacing properties.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> <li>Line height (line spacing) to at least 1.5 times the font size</li> <li>Spacing following paragraphs to at least 2 times the font size</li> <li>Letter spacing (tracking) to at least 0.12 times the font size</li> <li>Word spacing to at least 0.16 times the font size.</li> </ul>		
<p><b>1.4.13 Content on Hover or Focus (Level AA – WCAG 2.1 only)</b></p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> <li><b>Dismissible:</b> A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content</li> <li><b>Hoverable:</b> If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing</li> <li><b>Persistent:</b> The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</li> </ul>	Supports	When receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, respectively, content within the product is dismissible, hoverable, and persistent.

## WCAG Principle 2: Operable

User interface components and navigation must be operable. Criteria also apply to Revised Section 508 standards for Web and Software (501), Author Tools (504.2), and Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 5: WCAG Principle 2 Success Criteria - Operable

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.1.1</u> Keyboard (Level A)</b></p> <p>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p> <p><i>Note 1: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.</i></p> <p><i>Note 2: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</i></p>	Partially Supports	<p>In most cases, functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. However, a rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>• Several inactive elements appear in focus order. For example, in the Map Content tab to modify a feature template, the inactive Delete button is in focus order.</li> <li>• The tooltips are not operable via keyboard.</li> <li>• The radio button control groups are inaccessible for assistive technology users.</li> </ul>
<p><b><u>2.1.2</u> No Keyboard Trap (Level A)</b></p> <p>If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>	Partially Supports	<p>In most cases, keyboard focus can be moved to and from a component of a page using a keyboard interface.</p>
<p><b><u>2.1.4</u> Character Key Shortcuts (Level A – WCAG 2.1 only)</b></p> <p>If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation,</p>	Not Applicable	<p>The product does not implement any keyboard shortcuts.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Turn off:</b> A mechanism is available to turn the shortcut off</li> <li>• <b>Remap:</b> A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc)</li> <li>• <b>Active only on focus:</b> The keyboard shortcut for a user interface component is only active when that component has focus.</li> </ul>		
<p><b>2.2.1 Timing Adjustable (Level A)</b></p> <p>For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• Turn off: The user is allowed to turn off the time limit before encountering it; or</li> <li>• Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</li> <li>• Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</li> <li>• Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or</li> <li>• Essential Exception: The time limit is essential and extending it would invalidate the activity; or</li> </ul>	Not Applicable	The product does not have time limit content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>20 Hour Exception: The time limit is longer than 20 hours.</li> </ul> <p><i>Note: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.</i></p>		
<p><b>2.2.2 Pause, Stop, Hide (Level A)</b></p> <p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> <li>Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and</li> <li>Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</li> </ul>	Not Applicable	The product does not contain moving, blinking, scrolling, or auto-updating information.
<p><b>2.3.1 Three Flashes or Below Threshold (Level A)</b></p> <p>Webpages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p> <p><i>Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page,</i></p>	Supports	The product does not include content which flashes.

Criteria	Conformance Level	Remarks and Explanations
<p><i>all content on the Webpage (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</i></p>		
<p><b><u>2.4.1</u> Bypass Blocks (Level A)</b> A mechanism is available to bypass blocks of content that are repeated on multiple Webpages.</p>	Supports	The product provides a mechanism to bypass blocks of content that are repeated on multiple screens.
<p><b><u>2.4.2</u> Page Titled (Level A)</b> Webpages have titles that describe topic or purpose.</p>	Partially Supports	<p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>All pages, besides the Landing Page, share the same page title of “Field Maps.”</li> </ul>
<p><b><u>2.4.3</u> Focus Order (Level A)</b> If a Webpage can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	Partially Supports	<p>In most cases, the navigation sequence and focus order are meaningful. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>Focus does not return to the triggered controls when the dialogs are closed.</li> </ul>
<p><b><u>2.4.4</u> Link Purpose (In Context) (Level A)</b> The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.</p>	Supports	Link text describes the purpose of the link.
<p><b><u>2.4.5</u> Multiple Ways (Level AA)</b></p>	Supports	The product provides more than one way to locate a screen within a set of screens except where the screen is the result of, or a step in, a process.

Criteria	Conformance Level	Remarks and Explanations
<p>More than one way is available to locate a Webpage within a set of Webpages except where the Webpage is the result of, or a step in, a process.</p>		
<p><b><u>2.4.6</u> Headings and Labels (Level AA)</b> Headings and labels describe topic or purpose.</p>	Partially Supports	<p>In most cases, the product provides meaningful unique headings and labels to describe topic or purpose. However, a rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>• Several buttons without unique labels</li> </ul>
<p><b><u>2.4.7</u> Focus Visible (Level AA)</b> Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Supports	The product provides a visible indicator of keyboard focus for any keyboard operable user interface.
<p><b><u>2.5.1</u> Pointer Gestures (Level A – WCAG 2.1 only)</b> All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p>	Supports	The product can be used without multipoint or path-based gestures for operation.
<p><b><u>2.5.2</u> Pointer Cancellation (Level A – WCAG 2.1 only)</b> For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>No Down-Event:</b> The down-event of the pointer is not used to execute any part of the function</li> <li>• <b>Abort or Undo:</b> Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion</li> <li>• <b>Up Reversal:</b> The up-event reverses any outcome of the preceding down-event</li> </ul>	Supports	App functionality can be operated using a single pointer, it does not use the down-event to execute any part of the function, and many actions can be cancelled or undone.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• <b>Essential:</b> Completing the function on the down-event is essential</li> </ul>		
<p><b>2.5.3 Label in Name (Level A – WCAG 2.1 only)</b></p> <p>For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>	Supports	When user interface components have visual labels, the visual text labels of user interface components are included in the control's accessible names.
<p><b>2.5.4 Motion Actuation (Level A – WCAG 2.1 only)</b></p> <p>Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> <li>• Supported Interface: The motion is used to operate functionality through an accessibility supported interface</li> <li>• Essential: The motion is essential for the function and doing so would invalidate the activity</li> </ul>	Supports	The product does not provide functionality that can be operated by device motion or user motion.

## WCAG Principle 3: Understandable

Information and the operation of user interface must be understandable. Criteria also apply to Revised Section 508 standards for Web and Software (501), Author Tools (504.2), and Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 6: WCAG Principle 3 Success Criteria - Understandable

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.1.1</u> Language of Page (Level A)</b></p> <p>The default human language of each Webpage can be programmatically determined.</p>	Supports	The human language of each web page can be programmatically determined.
<p><b><u>3.1.2</u> Language of Parts (Level AA)</b></p> <p>The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	Supports	The human language of each passage or phrase in the content can be programmatically determined.
<p><b><u>3.2.1</u> On Focus (Level A)</b></p> <p>When any component receives focus, it does not initiate a change of context.</p>	Supports	The product does not have forced focus changes that are not user-initiated.
<p><b><u>3.2.2</u> On Input (Level A)</b></p> <p>Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.</p>	Partially Supports	<p>In most cases, changing the setting of the user interface components within the product does not automatically cause a change of context unless the user has been advised of the behavior before using the component. However, a rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>The checkboxes in the Map list direct users to new pages when users activate the state of the checkboxes.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><a href="#">3.2.3</a> Consistent Navigation (Level AA)</b></p> <p>Navigational mechanisms that are repeated on multiple Webpages within a set of Webpages occur in the same relative order each time they are repeated, unless a change is initiated by the user.</p>	Supports	The product provides navigational mechanisms that are repeated on multiple screens within a set of screens which occur in the same relative order each time they are repeated, unless a change is initiated by the user.
<p><b><a href="#">3.2.4</a> Consistent Identification (Level AA)</b></p> <p>Components that have the same functionality within a set of Webpages are identified consistently.</p>	Supports	The product provides consistent identification for components that have the same functionality within a set of screens.
<p><b><a href="#">3.3.1</a> Error Identification (Level A)</b></p> <p>If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>	Supports	Errors for the errored inputs are identified and described to users in text.
<p><b><a href="#">3.3.2</a> Labels or Instructions (Level A)</b></p> <p>Labels or instructions are provided when content requires user input.</p>	Supports	Labels and/or instructions are provided when content requires user input.
<p><b><a href="#">3.3.3</a> Error Suggestion (Level A)</b></p> <p>If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Supports	When an input error is automatically detected within the product and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.3.4</u> Error Prevention (Legal, Financial, Data) (Level AA)</b></p> <p>For Webpages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"><li>• Reversible: Submissions are reversible.</li><li>• Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</li><li>• Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</li></ul>	Supports	The product does not cause legal commitments or financial transactions for the user to occur, does not modify or delete user-controllable data in data storage systems, and does not submit user test responses, unless submissions are reversible, checked, and/or confirmed by the user.

## WCAG Principle 4: Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies. Criteria also apply to Revised Section 508 standards for Web and Software (501), Author Tools (504.2), and Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 7: WCAG Principle 4 Success Criteria - Robust

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>4.1.1</u> Parsing (Level A)</b></p> <p>In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p> <p><i>Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.</i></p>	Partially Supports	<p>A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>• Several elements with role="button" have a descendant element that has the attribute tabindex.</li> <li>• Several elements are given improper role and markup.</li> </ul>
<p><b><u>4.1.2</u> Name, Role, Value (Level A)</b></p> <p>For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.</p> <p><i>Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.</i></p>	Partially Supports	<p>A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>• Several controls do not illustrate the association between them and their corresponding map item. For example, the Configure, Duplicate, Edit Sharing, and Delete controls.</li> <li>• Several controls do not communicate their role or state information to assistive technology users.</li> </ul>
<p><b><u>4.1.3</u> Status Messages (Level AA – WCAG 2.1 only)</b></p>	Supports	<p>The product provides status messages that can be programmatically determined through role or</p>

Criteria	Conformance Level	Remarks and Explanations
In 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.		properties such that they can be presented to the user by assistive technology without receiving focus.

## Revised Section 508 Report

### Chapter 3: Functional Performance Criteria

Table 8: Revised Section 508 Chapter 3 - Functional Performance Criteria

Criteria	Conformance Level	Remarks and Explanations
<p><b>302.1 Without Vision</b></p> <p>Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.</p>	Partially Supports	<p>This product is partly usable by people without vision. A rating of Partially Supports has been given for the following reasons:</p> <p>Users without vision will have difficulty using the product, as described in WCAG criteria:</p> <ul style="list-style-type: none"> <li>• 1.1.1 Non-text Content</li> <li>• 1.3.1 Info and Relationships</li> <li>• 2.1.1 Keyboard</li> <li>• 2.1.2 No Keyboard Trap</li> <li>• 2.4.2 Page Titled</li> <li>• 2.4.3 Focus order</li> <li>• 2.4.6 Headings and labels</li> <li>• 3.1.2 Language of parts</li> <li>• 3.2.2 On Input</li> <li>• 4.1.1 Parsing</li> <li>• 4.1.2 Name, role, value</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>302.2 With Limited Vision</b></p> <p>Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.</p>	Partially Supports	<p>This product is partly usable by people with limited vision. A rating of Partially Supports has been given for the following reasons:</p> <p>Users with limited vision will have difficulty using the product, as described in WCAG criteria:</p> <ul style="list-style-type: none"> <li>• 1.1.1 Non-text Content</li> <li>• 1.3.1 Info and Relationships</li> <li>• 1.4.3 Contrast (minimum)</li> <li>• 2.1.1 Keyboard</li> <li>• 2.1.2 No Keyboard Trap</li> <li>• 2.4.2 Page Titled</li> <li>• 2.4.3 Focus order</li> <li>• 2.4.6 Headings and labels</li> <li>• 3.1.2 Language of parts</li> <li>• 3.2.2 On Input</li> <li>• 4.1.2 Name, role, value</li> </ul>
<p><b>302.3 Without Perception of Color</b></p> <p>Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.</p>	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <p>Users without perception of color will have some difficulty using the product, as described in WCAG criteria:</p> <ul style="list-style-type: none"> <li>• 1.4.3 Contrast (minimum)</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>302.4 Without Hearing</b></p> <p>Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.</p>	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <p>Users without hearing will have some difficulty using the product, as described in WCAG criteria:</p> <ul style="list-style-type: none"> <li>• 1.1.1 Non-text Content</li> <li>• 3.1.2 Language of parts</li> </ul>
<p><b>302.5 With Limited Hearing</b></p> <p>Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.</p>	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <p>Users with limited hearing will have some difficulty using the product, as described in WCAG criteria:</p> <ul style="list-style-type: none"> <li>• 1.1.1 Non-text Content</li> <li>• 3.1.1 Language of page</li> <li>• 3.1.2 Language of parts</li> </ul>
<p><b>302.6 Without Speech</b></p> <p>Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.</p>	Supports	<p>The ArcGIS Fields Maps Website features allow people without speech to access the product as controls do not require speech input.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>302.7 With Limited Manipulation</b></p> <p>Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.</p>	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <p>Users with limited manipulation will have difficulty using the product, as described in WCAG criteria:</p> <ul style="list-style-type: none"> <li>• 2.1.1 Keyboard</li> <li>• 2.1.2 No Keyboard Trap</li> <li>• 2.4.2 Page Titled</li> <li>• 2.4.3 Focus order</li> <li>• 2.4.6 Headings and labels</li> <li>• 4.1.1 Parsing</li> <li>• 4.1.2 Name, role, value</li> </ul>
<p><b>302.8 With Limited Reach and Strength</b></p> <p>Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.</p>	Supports	<p>The ArcGIS Fields Maps Website features can be operated by people with limited reach and strength.</p>
<p><b>302.9 With Limited Language, Cognitive, and Learning Abilities</b></p> <p>ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p>	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <p>Users with limited language, cognitive, and learning abilities will have difficulty using the product, as described in WCAG criteria:</p> <ul style="list-style-type: none"> <li>• 1.1.1 Non-text Content</li> <li>• 1.3.1 Info and Relationships</li> <li>• 2.1.1 Keyboard</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"><li>• 2.1.2 No Keyboard Trap</li><li>• 2.4.2 Page Titled</li><li>• 2.4.3 Focus order</li><li>• 2.4.6 Headings and labels</li><li>• 3.1.2 Language of parts</li><li>• 3.2.2 On Input</li><li>• 4.1.1 Parsing</li><li>• 4.1.2 Name, role, value</li></ul>

## [Chapter 4: Hardware](#)

ArcGIS Field Maps web application is not impacted by Chapter 4: Hardware. This section has been removed from the report.

## [Chapter 5: Software](#)

ArcGIS Field Maps web application is a web-only product, not platform software, and is not impacted by Chapter 5: Software. This section has been removed from the report.

## Chapter 6: Support Documentation and Services

The language included in this section is based on an internal evaluation of the ArcGIS Field Maps web application support documentation and services.

Table 9: Revised Section 508 Chapter 6 - Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
<b>602 Support Documentation</b>		
<p><b>602.2 Accessibility and Compatibility Features</b></p> <p>Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.</p>	Not Applicable	This product report is not impacted by Chapters 4 and 5.
<p><b>602.3 Electronic Support Documentation</b></p> <p>Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).</p>	Supports	Web-based electronic support documentation is available for this product.
<p><b>602.4 Alternate Formats for Non-Electronic Support Documentation</b></p> <p>Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.</p>	Not Applicable	Web-based electronic support documentation is available for this product.
Criteria	Conformance Level	Remarks and Explanations
<b>603 Support Services</b>		

Criteria	Conformance Level	Remarks and Explanations
<b>603.2 Information on Accessibility and Compatibility Features</b> ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Not Applicable	This product report is not impacted by Chapters 4 and 5 (as described in 602.2).
<b>603.3 Accommodation of Communication Needs</b> Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.

## EN 301 549 Report

### Chapter 4: Functional Performance Statements (FPS)

Table 10: EN 301 549 Chapter 4 - Functional Performance Statements

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.2.1 Usage Without Vision</b></p> <p>Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that does not require vision. This is essential for users without vision and benefits many more users in different situations.</p>	Partially Supports	<p>This product is partly usable by people without vision. A rating of Partially Supports has been given for the following reasons:</p> <p>Users without vision will have difficulty using the product, as described in WCAG criteria:</p> <ul style="list-style-type: none"> <li>• 1.1.1 Non-text Content</li> <li>• 1.3.1 Info and Relationships</li> <li>• 2.1.1 Keyboard</li> <li>• 2.1.2 No Keyboard Trap</li> <li>• 2.4.2 Page Titled</li> <li>• 2.4.3 Focus order</li> <li>• 2.4.6 Headings and labels</li> <li>• 3.1.2 Language of parts</li> <li>• 3.2.2 On Input</li> <li>• 4.1.1 Parsing</li> <li>• 4.1.2 Name, role, value</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.2.2 Usage With Limited Vision</b></p> <p>Where ICT provides visual modes of operation, the ICT provides features that enable users to make better use of their limited vision. This is essential for users with limited vision and benefits many more users in different situations.</p>	Partially Supports	<p>This product is partly usable by people with limited vision. A rating of Partially Supports has been given for the following reasons:</p> <p>Users with limited vision will have difficulty using the product, as described in WCAG criteria:</p> <ul style="list-style-type: none"> <li>• 1.1.1 Non-text Content</li> <li>• 1.3.1 Info and Relationships</li> <li>• 1.4.3 Contrast (minimum)</li> <li>• 2.1.1 Keyboard</li> <li>• 2.1.2 No Keyboard Trap</li> <li>• 2.4.2 Page Titled</li> <li>• 2.4.3 Focus order</li> <li>• 2.4.6 Headings and labels</li> <li>• 3.1.2 Language of parts</li> <li>• 3.2.2 On Input</li> <li>• 4.1.2 Name, role, value</li> </ul>
<p><b>4.2.3 Usage Without Perception of Color</b></p> <p>Where ICT provides visual modes of operation, the ICT provides a visual mode of operation that does not require user perception of color. This is essential for users with limited color perception and benefits many more users in different situations.</p>	Supports	<p>ArcGIS Fields Maps Website allows users without perception of color to access and operate the product.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.2.4 Usage Without Hearing</b></p> <p>Where ICT provides auditory modes of operation, the ICT provides at least one mode of operation that does not require hearing. This is essential for users without hearing and benefits many more users in different situations.</p>	Supports	ArcGIS Fields Maps Website allows without hearing to access and operate the product.
<p><b>4.2.5 Usage With Limited Hearing</b></p> <p>Where ICT provides auditory modes of operation, the ICT provides enhanced audio features. This is essential for users with limited hearing and benefits many more users in different situations.</p>	Supports	ArcGIS Fields Maps Website allows with limited hearing to access and operate the product.
<p><b>4.2.6 Usage With No or Limited Vocal Capacity</b></p> <p>Where ICT requires vocal input from users, the ICT provides at least one mode of operation that does not require them to generate vocal output. This is essential users with no or limited vocal capability and benefits many more users in different situations.</p>	Supports	The ArcGIS Fields Maps Website features allow people without speech to access and operate the product as controls do not require speech input.
<p><b>4.2.7 Usage With Limited Manipulation or Strength</b></p> <p>Where ICT requires manual actions, the ICT provides features that enable users to make use of the ICT through alternative actions not requiring manipulation, simultaneous action or hand strength. This is essential for users with limited manipulation or strength and benefits many more users in different situations.</p>	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <p>Users with limited manipulation or strength will have difficulty using the product, as described in WCAG criteria:</p> <ul style="list-style-type: none"> <li>• 2.1.1 Keyboard</li> <li>• 2.1.2 No Keyboard Trap</li> <li>• 2.4.3 Focus order</li> <li>• 3.2.2 On Input</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.2.8 Usage With Limited Reach</b></p> <p>Where ICT products are free-standing or installed, all the elements required for operation will need to be within reach of all users. This is essential for users with limited reach and benefits many more users in different situations.</p>	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <p>Users with limited reach will have difficulty using the product, as described in WCAG criteria:</p> <ul style="list-style-type: none"> <li>• 2.1.2 No Keyboard Trap</li> <li>• 2.4.3 Focus order</li> <li>• 3.2.2 On Input</li> </ul>
<p><b>4.2.9 Minimize Photosensitive Seizure Triggers</b></p> <p>Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that minimizes the potential for triggering photosensitive seizures. This is essential for users with photosensitive seizure triggers.</p>	Supports	<p>The ArcGIS Fields Maps Website features allow people who are sensitive to flashing to access the product.</p>
<p><b>4.2.10 Usage With Limited Cognition, Language, or Learning</b></p> <p>The ICT provides features and/or presentation that makes it simpler and easier to understand, operate and use. This is essential for users with limited cognition, language or learning, and benefits many more users in different situations.</p>	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <p>Users with limited cognition, language, or learning abilities will have difficulty using the product, as described in WCAG criteria:</p> <ul style="list-style-type: none"> <li>• 2.4.2 Page Titled</li> <li>• 2.4.6 Headings and labels</li> </ul>
<p><b>4.2.11 Privacy</b></p> <p>Where ICT provides features for accessibility, the ICT maintains the privacy of users of these features at the same level as other users.</p>	Supports	<p>The ArcGIS Fields Maps Website respects the privacy of assistive technology users</p>

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

ArcGIS Field Maps web application is not impacted by Chapter 5: Generic Requirements. This section has been removed from the report.

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

ArcGIS Field Maps web application is not impacted by Chapter 6: ICT with Two-Way Voice Communication. This section has been removed from the report.

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

ArcGIS Field Maps web application is not impacted by Chapter 7: ICT with Voice Capabilities. This section has been removed from the report.

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## [Chapter 8: Hardware](#)

ArcGIS Field Maps web application is not impacted by Chapter 8: Hardware. This section has been removed from the report.

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## [Chapter 9: Web \(see WCAG section\)](#)

ArcGIS Field Maps web application is not impacted by Chapter 9: Web. This section has been removed from the report.

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

ArcGIS Field Maps web application is not impacted by Chapter 10: Non-Web Documents. This section has been removed from the report.

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## [Chapter 11](#): Software

ArcGIS Field Maps web application is not impacted by Chapter 11: Software. This section has been removed from the report.

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## Chapter 12: Documentation and Support Services

The language included in this section is based on an internal evaluation of the ArcGIS Field Maps web application support documentation and services.

Table 11: EN 301 549 Chapter 12 - Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product Documentation</b>		
<b>12.1.1 Accessibility and Compatibility Features</b> Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT.	Partially Supports	Web-based electronic support documentation is available for this product.
<b>12.1.2 Accessible Documentation</b> Product documentation provided with the ICT shall be made available in at least one of the following electronic formats: web or non-web.	Supports	Web-based electronic support documentation is available for this product.
<b>12.2 Support Services</b>		
<b>12.2.2 Information on Accessibility and Compatibility Features</b> ICT support services shall provide information on the accessibility and compatibility features that are mentioned in the product documentation.	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.
<b>12.2.3 Effective Communication</b> ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.

Criteria	Conformance Level	Remarks and Explanations
<b>12.2.4 Accessible Documentation</b> Documentation provided by support services shall be made available in at least one of the following electronic formats: web or non-web.	Supports	Web-based electronic support documentation is available for this product.