

Esri Accessibility Conformance Report ArcGIS Enterprise

Report Date: AUG 08, 2023

Table of Contents

ESRI ACCESSIBILITY CONFORMANCE REPORT	1
Product Information	1
Purpose.....	4
Background	4
Terms.....	4
REVISED SECTION 508 CONSIDERATIONS	5
Application and Administration	5
Scoping Requirements	5
Functional Performance Criteria	5
Hardware	6
Software	6
Support Documentation and Services.....	6
WEB CONTENT ACCESSIBILITY GUIDELINES (WCAG) REPORT	7
WCAG Principle 1: Perceivable.....	7
WCAG Principle 2: Operable	14
WCAG Principle 3: Understandable	21
WCAG Principle 4: Robust	24
REVISED SECTION 508 REPORT	26
Chapter 3: Functional Performance Criteria	26
Chapter 4: Hardware	44
Chapter 5: Software	45
Chapter 6: Support Documentation and Services.....	46
EN 301 549 REPORT	48
Chapter 4: Functional Performance Statements (FPS)	48
Chapter 5: Generic Requirements	67
Chapter 6: ICT with Two-Way Voice Communication.....	67
Chapter 7: ICT with Video Capabilities	67

Chapter 8: Hardware 67

Chapter 9: Web (see WCAG section) 67

Chapter 10: Non-Web Documents 68

Chapter 11: Software..... 69

Chapter 12: Documentation and Support Services 70

List of Tables

Table 1: Applicable Standards and Guidelines	3
Table 2: Record of Changes.....	3
Table 3: Conformance Level Definitions	4
Table 4: WCAG Principle 1 Success Criteria - Perceivable	7
Table 5: WCAG Principle 2 Success Criteria - Operable.....	14
Table 6: WCAG Principle 3 Success Criteria - Understandable.....	21
Table 7: WCAG Principle 4 Success Criteria - Robust	24
Table 8: Revised Section 508 Chapter 3 - Functional Performance Criteria.....	26
Table 9: Revised Section 508 Chapter 6 - Support Documentation and Services	46
Table 10: EN 301 549 Chapter 4 - Functional Performance Statements	48
Table 11: EN 301 549 Chapter 12 - Documentation and Support Services	70

Esri Accessibility Conformance Report

Product Information

Product Name/Version: ArcGIS Enterprise (v11.1)

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

Product Release Date: April 20, 2023

Report Date: August 08, 2023

Product Description: ArcGIS Enterprise is the foundational software system for GIS, powering mapping and visualization, analytics, and data management. It is the backbone for running the Esri suite of applications and your own custom applications. ArcGIS Enterprise is tightly integrated with ArcGIS Pro for mapping and authoring, and seamlessly connects with ArcGIS Online to share content between systems.

Notes: This report covers ArcGIS Enterprise organization administration, including managing map and item settings, creating and managing organization webhooks, working with a deployment's utility services, and managing organization and member categories. It also covers workflows to publish and sync layers in bulk from a data store, upload members to the portal in bulk from a file, preview a feature layer's sublayers and fields, and swap the source of a hosted feature layer view.

This product does not contain any prerecorded or live audio-only and video-only content.

Evaluation Methods Used: Testing ArcGIS Enterprise involved a combination of manual and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA, Section 508, and EN 301 549 standards. The product was tested by certified accessibility professionals on a selection of the application representative of ArcGIS Enterprise using, among other methodologies, the screen reader JAWS 2023, ZoomText 2022, Dragon NaturallySpeaking 15, exclusive use of the keyboard, and manual inspection of code.

Legal Disclaimer: As of the testing date to which this document relates to, this document describes the Esri product's ability to support certain WCAG standards for informational purposes only, and the contents are subject to change without notice.

This document does not represent a legal commitment and is provided "As-Is." Esri disclaims that any information in this document will remain accurate after such testing date. Esri monitors the accessibility of its products and provide updates from time to time. Any modification or customization to the product described herein may render some or all of this document to become inapplicable. Esri specifically disclaims any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. Esri further makes no representation concerning the ability of assistive technologies or other products to interoperate with the Esri product described herein.

© 2023 Environmental Systems, Research Institute, Inc. (Esri). All rights reserved.

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

For more information regarding general accessibility topics at Esri, visit <https://www.esri.com/en-us/accessibility/overview>, or for accessibility information regarding Esri Legal, visit <https://www.esri.com/en-us/legal/accessibility>.

Specific inquiries may be emailed to 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
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 Standards	(Yes)
EN 301 549 V3.1.1	(Yes)

Table 2: Record of Changes

Version	Date	Description of Changes
1.0	08/04/2023	Evaluation results and explanations updated by testing vendor (initial version)
2.0	08/28/2023	Updated to 2.4 VPAT® template and Esri ACR format
2.1	09/06/2023	Evaluation results and explanations updated by certified accessibility professionals and 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

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. This applies to the majority of ArcGIS software, services, and solutions.

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 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>1.1.1 Non-text Content (Level A)</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"> • Controls, Input • Time-Based Media • Test • Sensory • CAPTCHA • Decoration, Formatting, Invisible 	Partially Supports	<p>The product provides sufficient text alternatives for most non-text content, such as images, icons, and visual affordances, or is hidden from assistive technology. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • A few pages contain meaningful map <canvas> images without textual equivalents. • Several pages contain meaningful icons that do not have alternative text or are improperly marked as decorative. • A few pages contain decorative icons that are not marked as decorative. • A few pages contain content that is hidden from users but accessible to screen readers.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</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"> • Prerecorded Audio-only • Prerecorded Video-only 	Supports	<p>The product does not currently contain pre-recorded audio-only or pre-recorded video-only content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.2 Captions (Prerecorded) (Level A)</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>	Supports	The product does not currently contain pre-recorded content requiring synchronized captions.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</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>	Supports	The product does not currently contain any prerecorded video content that would require audio description or a time-based media alternative.
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Captions are provided for all live audio content in synchronized media.</p>	Supports	The product does not currently contain live audio content.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Audio description is provided for all prerecorded video content in synchronized media.</p>	Supports	The product does not currently contain any prerecorded video content that would require audio description.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Does Not Support	<p>Most user interface elements do not provide programmatic and/or textual information about structure and relationships. A rating of Does Not Support has been given for the following reason(s):</p> <ul style="list-style-type: none"> • Many pages contain form controls without programmatically associated labels or with visual labels that are not programmatically associated with their control. • Several pages present inline field errors or instructions that are not programmatically associated with their corresponding field.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Multiple pages contain dynamically updated content that is not announced to screen readers. Multiple pages contain tables with empty table headers, or with header cells not associated with their corresponding data cells. Multiple pages contain content that appears as a list but does not use list markup or has improper markup. Many pages contain heading content with programmatic levels that do not match their visual level, or that act as a heading but do not use heading markup.
<p><u>1.3.2</u> Meaningful Sequence (Level A)</p> <p>When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Partially Supports	<p>The reading order of most content generally matches the visual and logical order, and/or can be programmatically determined. A rating of Partially Supports has been given due to the following:</p> <ul style="list-style-type: none"> The Set Extent page has an illogical programmatic reading order.
<p><u>1.3.3</u> Sensory Characteristics (Level A)</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	<p>The product provides instructions for understanding and operating content that do not rely solely on sensory characteristics.</p>
<p><u>1.3.4</u> Orientation (Level AA – WCAG 2.1)</p>	Supports	<p>The product does not restrict its view and operation to a single display orientation and responds appropriately to screen orientation changes.</p>

Criteria	Conformance Level	Remarks and Explanations
<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>		
<p><u>1.3.5 Identify Input Purpose (Level AA – WCAG 2.1)</u></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"> • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data. 	Supports	<p>The purpose of each input field in the product collecting information about the user can be programmatically determined.</p>
<p><u>1.4.1 Use of Color (Level A)</u></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>	Partially Supports	<p>Throughout most of the product, color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • The step-progress bar on the Bulk Upload Users page uses color alone to indicate the currently active step. • Multiple pages contain inline links that use color alone to indicate they are links.
<p><u>1.4.2 Audio Control (Level A)</u></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	<p>The product does not contain audio that plays automatically.</p>
<p><u>1.4.3 Contrast (Minimum) (Level AA)</u></p>	Partially Supports	<p>The product meets or exceeds minimum contrast ratios on most components containing text or images</p>

Criteria	Conformance Level	Remarks and Explanations
<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"> • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • 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. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. 		<p>of text. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • A few pages contain text fields that when the text is selected it is presented as white on a blue background, giving a contrast ratio of 3.2:1. • A few pages contain text that is presented as blue on varying backgrounds, giving contrast ratios that range from 3.7:1 to 4.4:1. • The Login page presents password strength indicator text in various colors against a white background, giving contrast ratios that range from 1.6:1 to 3.7:1.
<p><u>1.4.4</u> Resize text (Level AA)</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>	Partially Supports	<p>Most text can be resized without assistive technology up to 200 percent without loss of content or functionality. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • Multiple pages contain buttons that disappear when viewing the page at 200% browser zoom. • Multiple pages contain content that is cut off at 200% browser zoom. • A few pages launch modal dialogs that get cut off when viewing the page at 200% browser zoom.
<p><u>1.4.5</u> Images of Text (Level AA)</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>	Supports	<p>Text is used to convey information rather than images of text, except where a particular presentation of text is essential to the information being conveyed, such as in logotypes.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed (includes logotypes). 		
<p><u>1.4.10 Reflow (Level AA – WCAG 2.1)</u></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"> • Vertical scrolling content at a width equivalent to 320 CSS pixels • Horizontal scrolling content at a height equivalent to 256 CSS pixels 	Partially Supports	<p>Most content in the product responds and reflows as necessary when zoomed and does not require scrolling in two dimensions. Aa rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • Multiple pages contain content that is cut off at a viewport width of 320 pixels. • Multiple pages contain content that requires horizontal scrolling at a viewport width of 320 pixels.
<p><u>1.4.11 Non-text Contrast (Level AA – WCAG 2.1)</u></p> <p>The visual presentation of non-text content has a contrast ratio of at least 3:1 against adjacent color(s).</p>	Partially Supports	<p>Most user interface components and meaningful graphics in the product have a contrast ratio of at least 3:1 against adjacent colors. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • Multiple pages present fields or checkboxes with borders presented in varying shades of gray against a white background, giving contrast ratios that range from 1.3:1 to 2.4:1. • Multiple pages present focus indicator shading as light gray or light blue against a white background, giving contrast ratios that range from 1.1:1 to 2.7:1. • The Repair Members page contains icons in the Included licenses list that are presented in varying colors against a white background,

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.12 Text Spacing (Level AA – WCAG 2.1)</p> <p>In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> Line height (line spacing) to at least 1.5 times the font size Spacing following paragraphs to at least 2 times the font size Letter spacing (tracking) to at least 0.12 times the font size Word spacing to at least 0.16 times the font size. 	Partially Supports	<p>giving contrast ratios ranging from 2.2:1 to 2.8:1.</p> <p>Most content in the product responds as necessary when users override author specified text styles. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> Multiple pages contain content that does not respond to text spacing overrides because it is nested in an <iframe> element. A few pages contain content that is cut off or overlaps when viewed at a viewport width of 320 pixels with custom text spacing applied.
<p>1.4.13 Content on Hover or Focus (Level AA – WCAG 2.1)</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"> Dismissible Hoverable Persistent 	Partially Supports	<p>Some content in the product that is made visible via hover or focus is not dismissible, hoverable, or persistent. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> The Security Settings page contains tooltips that when activated, obscure other content and cannot be dismissed without moving focus or the cursor.

WCAG Principle 2: Operable

User interface components and navigation must be operable. Criteria also apply to Revised Section 508 standards for 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><u>2.1.1</u> Keyboard (Level A)</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>	Partially Supports	<p>Most of the basic functionality of the product can be operated through a keyboard interface. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • Several pages contain interactive content that cannot be navigated to or operated using a keyboard. • Several pages contain non-interactive content that unnecessarily receives keyboard focus. • A few pages contain controls that cannot be operated using a keyboard while a screen reader is running.
<p><u>2.1.2</u> No Keyboard Trap (Level A)</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>	Supports	The product does not feature any content or controls that cause a keyboard trap.
<p><u>2.1.4</u> Character Key Shortcuts (Level A – WCAG 2.1)</p> <p>If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation,</p>	Supports	The product does not currently include any character key shortcuts implemented in content.

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"> • Turn off: A mechanism is available to turn the shortcut off • Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.) • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus. 		
<p>2.2.1 Timing Adjustable (Level A)</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"> • Turn off: The user is allowed to turn off the time limit before encountering it; or • 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 • 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 • 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 • Essential Exception: The time limit is essential and extending it would invalidate the activity; or 	Supports	The product does not currently contain content that requires time limits or timed interactions.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 20 Hour Exception: The time limit is longer than 20 hours. <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><u>2.2.2</u> Pause, Stop, Hide (Level A)</p> <p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> 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 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. 	Supports	The product does not include elements which move, blink, scroll, or auto-update.
<p><u>2.3.1</u> Three Flashes or Below Threshold (Level A)</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>	Supports	The product does not contain flashing content.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.1</u> Bypass Blocks (Level A)</p> <p>A mechanism is available to bypass blocks of content that are repeated on multiple Webpages.</p>	Supports	<p>The product contains mechanisms that allows users to bypass blocks of content, such as skip nav links, and landmarks and headings which facilitate the bypass function.</p>
<p><u>2.4.2</u> Page Titled (Level A)</p> <p>Webpages have titles that describe topic or purpose.</p>	Partially Supports	<p>Page titles describe the high-level topic or purpose of the pages in most cases. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • The Swap Layer page presents some modal dialogs with accessible names that do not match the visible title.
<p><u>2.4.3</u> Focus Order (Level A)</p> <p>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>Most components within the product receive focus in a meaningful order. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • A few pages contain controls that update content on the page but do not move focus to the new content. • A few pages present form submission errors but do not move focus to the first field in error. • Multiple pages launch modal dialogs that do not receive focus when they appear and/or do not place focus on the first active item in the dialog. • Multiple pages contain interactive elements with an illogical focus order. • Multiple pages launch dialogs that when closed do not return focus to the triggering element or other appropriate location.
<p><u>2.4.4</u> Link Purpose (In Context) (Level A)</p>	Partially Supports	<p>The purpose of most links in the product can be determined from the link text alone or from the</p>

Criteria	Conformance Level	Remarks and Explanations
<p>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>		<p>programmatic context of the link. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • The Browse for a Layer list and the Directions & Routing page contain links without accessible names. • The Organization Categories page contains links with identical accessible names that navigate to different locations. • The Add Members page contains links that open dialogs instead of navigating to other pages but do not indicate this non-standard action.
<p><u>2.4.5</u> Multiple Ways (Level AA)</p> <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>	Supports	Multiple ways of locating content are provided, such as search and global navigation systems, except when the location is the result of, or a step in, a process.
<p><u>2.4.6</u> Headings and Labels (Level AA)</p> <p>Headings and labels describe topic or purpose.</p>	Partially Supports	<p>Most content headings and labels are descriptive and unique. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • Several pages contain buttons with insufficiently descriptive accessible names. • Multiple pages contain buttons with the same accessible name but perform different actions.
<p><u>2.4.7</u> Focus Visible (Level AA)</p> <p>Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Partially Supports	Most focusable elements in the product have a visible keyboard focus indicator. A rating of Partially Supports has been given for the following reason(s):

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> A few pages have controls that do not provide a visible focus indicator.
<p><u>2.5.1</u> Pointer Gestures (Level A – WCAG 2.1)</p> <p>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 does not require multi-point or path-based pointer gestures for operation.
<p><u>2.5.2</u> Pointer Cancellation (Level A – WCAG 2.1)</p> <p>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"> No Down-Event: The down-event of the pointer is not used to execute any part of the function Abort or Undo: 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 Up Reversal: The up-event reverses any outcome of the preceding down-event Essential: Completing the function on the down-event is essential 	Supports	The product contains only functionality that can be activated on the up event of a single pointer.
<p><u>2.5.3</u> Label in Name (Level A – WCAG 2.1)</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	<p>The product includes the visible label for most user interface controls within the accessible name. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> Multiple pages contain buttons or tooltips with accessible names that do not match their visual label.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.4</u> Motion Actuation (Level A – WCAG 2.1)</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">• Supported Interface: The motion is used to operate functionality through an accessibility supported interface• Essential: The motion is essential for the function and doing so would invalidate the activity	Supports	The product does not contain any 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 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>3.1.1 Language of Page (Level A)</p> <p>The default human language of each Webpage can be programmatically determined.</p>	Supports	The language of each page in the product is programmatically determinable.
<p>3.1.2 Language of Parts (Level AA)</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	Content in the product is only presented in one language at a time.
<p>3.2.1 On Focus (Level A)</p> <p>When any component receives focus, it does not initiate a change of context.</p>	Partially Supports	<p>Most components in the product do not cause an unexpected change of context when they receive focus. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> The Default member categories modal dialog contains a Category selection list that automatically shifts focus on list selection focus when a screen reader is running.
<p>3.2.2 On Input (Level A)</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>Most of the product does not cause an unexpected change of context on user input. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> The Configure Routing page contains radio buttons that shift focus out of the radio button

Criteria	Conformance Level	Remarks and Explanations
		group and out of their dialog container immediately upon selection.
<p>3.2.3 Consistent Navigation (Level AA)</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	When navigational mechanisms are repeated in the product, they occur in a consistent relative order and appearance.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Components that have the same functionality within a set of Webpages are identified consistently.</p>	Supports	Components with the same functionality throughout the product are identified consistently.
<p>3.3.1 Error Identification (Level A)</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>	Partially Supports	<p>Where input errors are automatically detected in the product, the majority of items in error are identified and error messages are conveyed to assistive technologies or in text. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> Fields in the Edit Member dialog box present errors that do not sufficiently identify that a field is in error or which field is in error.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Labels or instructions are provided when content requires user input.</p>	Partially Supports	<p>The product provides sufficient instructions for user input in most cases. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> Several pages contain input fields without visual labels or without persistent visual labels, relying instead on placeholder text. The Configure Routing page contains fields that are required but do not provide instructions indicating this.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> The Utility Settings page does not provide visual instructions for reordering the list.
<p><u>3.3.3 Error Suggestion (Level AA)</u></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>	Partially Supports	<p>The product provides suggestions to the user when the majority of input errors are automatically detected. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> The Security Settings page contains fields that do not provide suggestions for correcting submission errors.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</u></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"> Reversible: Submissions are reversible. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. 	Partially Supports	<p>The majority of the product allows users to reverse, check, or confirm changes to user-controllable data before finalizing. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> The Utility Settings page contains a “Delete routing services” option that does not provide confirmation of deletion or allow the user to undo the action.

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 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><u>4.1.1</u> Parsing (Level A)</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>Most content within the product can be parsed by assistive technologies as expected. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • Many pages contain elements that are nested in a way not permitted by the HTML specification. • A few pages contain elements with duplicate IDs.
<p><u>4.1.2</u> Name, Role, Value (Level A)</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>	Does Not Support	<p>The majority of user interface components in the product do not convey their name, role, or value to assistive technology. A rating of Does Not Support has been given for the following reason(s):</p> <ul style="list-style-type: none"> • Multiple pages contain tab elements that do not provide proper role, state, and/or name information. • Many pages contain controls, such as buttons, combo boxes, menus, and checkboxes, that do not report appropriate name, role, and/or state information. • Several pages contain elements with invalid ARIA attributes or values. • Multiple pages contain show/hide controls without appropriate role and state information.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Some of the mapping features do not properly provide changes in state or value information to screen readers. Multiple pages present tooltips without appropriate roles.
<p><u>4.1.3</u> Status Messages (Level AA – WCAG 2.1)</p> <p>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.</p>	Partially Supports	<p>The majority of status messages, when provided in the product, are not presented in a way that can be programmatically determined. A rating of Does Not Support has been given for the following reason(s):</p> <ul style="list-style-type: none"> Multiple pages present loading indicators that are not announced to screen readers. A few pages present success messages that are not announced to screen readers.

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>302.1 Without Vision</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>	Does Not Support	<p>A rating of Partially Supports has been given due to the following related WCAG criteria:</p> <ul style="list-style-type: none"> 1.1.1 Non-text Content: the product contains meaningful map <canvas> images without textual equivalents, meaningful icons that do not have alternative text or are improperly marked as decorative, and decorative icons that are not marked as decorative. 1.3.1 Info and Relationships: the product contains form controls without programmatically associated labels or with visual labels that are not programmatically associated with their control, inline field errors or instructions that are not programmatically associated with their corresponding field, dynamically updated content that is not announced to screen readers, tables with empty table headers, or with header cells not associated with their corresponding data cells, content that appears as a list but does not use list markup or has improper markup, and heading content with programmatic levels that do not match their visual level, or that act as a heading but do not use heading markup. 1.3.2 Meaningful Sequence: the product contains a Set Extent page with an illogical programmatic reading order. 1.4.1 Use of Color: the product contains a step-progress bar on the Bulk Upload Users page that uses color alone to indicate the currently active step, and multiple pages contain inline links that use color alone to indicate they are links.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 1.4.10 Reflow: the product contains multiple pages with content that is cut off at a viewport width of 320 pixels, and content that requires horizontal scrolling at a viewport width of 320 pixels. • 1.4.13 Content on Hover or Focus: the product contains a Security Settings page with tooltips that when activated, obscure other content and cannot be dismissed without moving focus or the cursor. • 2.1.1 Keyboard: the product contains several pages with interactive content that cannot be navigated to or operated using a keyboard, and non-interactive content that unnecessarily receives keyboard focus. A few pages contain controls that cannot be operated using a keyboard while a screen reader is running. • 2.4.2 Page Titled: the product contains a Swap Layer page that presents some modal dialogs with accessible names that do not match the visible title. • 2.4.3 Focus Order: the product contains multiple pages with interactive elements that have an illogical focus order, and launch dialogs that when closed do not return focus to the triggering element or other appropriate location. Some pages contain controls that update content on the page but do not move focus to the new content, and present form submission errors but do not move focus to the first field in error. • 2.4.4 Link Purpose (In Context): the product contains links without accessible names, links with identical accessible names that navigate to different locations, and links that open dialogs instead of navigating to other pages but do not indicate this non-standard action. • 2.4.6 Headings and Labels: the product contains buttons with insufficiently descriptive accessible names, and buttons with the same accessible name that perform different actions. • 2.5.3 Label in Name: the product contains multiple pages with buttons or tooltips with accessible names that do not match their visual label.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 3.2.1 On Focus: the product contains a Default member categories modal dialog with a Category selection list that automatically shifts focus on list selection focus when a screen reader is running. • 3.2.2 On Input: the product contains a Configure Routing page with radio buttons that shift focus out of the radio button group and out of their dialog container immediately upon selection. • 3.3.1 Error Identification: the product contains a Fields in the Edit Member dialog box with errors that do not sufficiently identify that a field is in error or which field is in error. • 3.3.2 Labels or Instructions: the product contains several pages with input fields lacking visual labels or persistent visual labels, relying instead on placeholder text. The Configure Routing page contains fields that are required but do not provide instructions indicating this, and the Utility Settings page does not provide visual instructions for reordering the list. • 3.3.3 Error Suggestion: the product contains a Security Settings page with fields that do not provide suggestions for correcting submission errors. • 3.3.4 Error Prevention: the product contains a Utility Settings page with a “Delete routing services” option that does not provide confirmation of deletion or allow the user to undo the action. • 4.1.1 Parsing: the product contains elements that are nested in a way not permitted by the HTML specification, and some elements with duplicate IDs. • 4.1.2 Name, Role, Value: the product contains tab elements that do not provide proper role, state, and/or name information, and elements with invalid ARIA attributes or values. Some pages contain controls, such as buttons, combo boxes, menus, and checkboxes, that do not report appropriate name, role, and/or state information, and some pages contain show/hide controls without appropriate role and state information. Some of the mapping features do not properly provide changes in state or value information to screen readers, and some pages present tooltips without appropriate roles.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> 4.1.3 Status Messages: the product contains loading indicators and success messages that are not announced to screen readers.
<p>302.2 With Limited Vision</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>A rating of Partially Supports has been given due to the following related WCAG criteria:</p> <ul style="list-style-type: none"> 1.1.1 Non-text Content: the product contains meaningful map <canvas> images without textual equivalents, meaningful icons that do not have alternative text or are improperly marked as decorative, and decorative icons that are not marked as decorative. 1.3.1 Info and Relationships: the product contains form controls without programmatically associated labels or with visual labels that are not programmatically associated with their control, inline field errors or instructions that are not programmatically associated with their corresponding field, dynamically updated content that is not announced to screen readers, tables with empty table headers, or with header cells not associated with their corresponding data cells, content that appears as a list but does not use list markup or has improper markup, and heading content with programmatic levels that do not match their visual level, or that act as a heading but do not use heading markup. 1.3.2 Meaningful Sequence: the product contains a Set Extent page with an illogical programmatic reading order. 1.4.1 Use of Color: the product contains a step-progress bar on the Bulk Upload Users page that uses color alone to indicate the currently active step, and multiple pages contain inline links that use color alone to indicate they are links. 1.4.3 Contrast (Minimum): the product contains text fields that when the text is selected it is presented as white on a blue background, giving a contrast ratio of 3.2:1, and text that is presented as blue on varying backgrounds, giving contrast ratios that range from 3.7:1 to 4.4:1. The Login page presents password strength indicator text in various colors against a white background, giving contrast ratios that range from 1.6:1 to 3.7:1.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> 1.4.4 Resize Text: the product contains multiple pages with buttons that disappear when viewing the page at 200% browser zoom, and content that is cut off at 200% browser zoom. Some pages launch modal dialogs that get cut off when viewing the page at 200% browser zoom. 1.4.10 Reflow: the product contains multiple pages with content that is cut off at a viewport width of 320 pixels, and content that requires horizontal scrolling at a viewport width of 320 pixels. 1.4.11 Non-text Contrast: the product contains multiple pages with fields or checkboxes with borders presented in varying shades of gray against a white background, giving contrast ratios that range from 1.3:1 to 2.4:1, and focus indicator shading as light gray or light blue against a white background, giving contrast ratios that range from 1.1:1 to 2.7:1. The Repair Members page contains icons in the Included licenses list that are presented in varying colors against a white background, giving contrast ratios ranging from 2.2:1 to 2.8:1. 1.4.12 Text Spacing: the product contains content that does not respond to text spacing overrides because it is nested in an <iframe> element, and some content that is cut off or overlaps when viewed at a viewport width of 320 pixels with custom text spacing applied. 1.4.13 Content on Hover or Focus: the product contains a Security Settings page with tooltips that when activated, obscure other content and cannot be dismissed without moving focus or the cursor. 2.1.1 Keyboard: the product contains several pages with interactive content that cannot be navigated to or operated using a keyboard, and non-interactive content that unnecessarily receives keyboard focus. A few pages contain controls that cannot be operated using a keyboard while a screen reader is running. 2.4.2 Page Titled: the product contains a Swap Layer page that presents some modal dialogs with accessible names that do not match the visible title.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 2.4.3 Focus Order: the product contains multiple pages with interactive elements that have an illogical focus order, and launch dialogs that when closed do not return focus to the triggering element or other appropriate location. Some pages contain controls that update content on the page but do not move focus to the new content, and present form submission errors but do not move focus to the first field in error. • 2.4.4 Link Purpose (In Context): the product contains links without accessible names, links with identical accessible names that navigate to different locations, and links that open dialogs instead of navigating to other pages but do not indicate this non-standard action. • 2.4.6 Headings and Labels: the product contains buttons with insufficiently descriptive accessible names, and buttons with the same accessible name that perform different actions. • 2.5.3 Label in Name: the product contains multiple pages with buttons or tooltips with accessible names that do not match their visual label. • 3.2.1 On Focus: the product contains a Default member categories modal dialog with a Category selection list that automatically shifts focus on list selection focus when a screen reader is running. • 3.2.2 On Input: the product contains a Configure Routing page with radio buttons that shift focus out of the radio button group and out of their dialog container immediately upon selection. • 3.3.1 Error Identification: the product contains a Fields in the Edit Member dialog box with errors that do not sufficiently identify that a field is in error or which field is in error. • 3.3.2 Labels or Instructions: the product contains several pages with input fields lacking visual labels or persistent visual labels, relying instead on placeholder text. The Configure Routing page contains fields that are required but do not provide instructions indicating this, and the Utility Settings page does not provide visual instructions for reordering the list.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none">• 3.3.3 Error Suggestion: the product contains a Security Settings page with fields that do not provide suggestions for correcting submission errors.• 3.3.4 Error Prevention: the product contains a Utility Settings page with a “Delete routing services” option that does not provide confirmation of deletion or allow the user to undo the action.• 4.1.1 Parsing: the product contains elements that are nested in a way not permitted by the HTML specification, and some elements with duplicate IDs.• 4.1.2 Name, Role, Value: the product contains tab elements that do not provide proper role, state, and/or name information, and elements with invalid ARIA attributes or values. Some pages contain controls, such as buttons, combo boxes, menus, and checkboxes, that do not report appropriate name, role, and/or state information, and some pages contain show/hide controls without appropriate role and state information. Some of the mapping features do not properly provide changes in state or value information to screen readers, and some pages present tooltips without appropriate roles.• 4.1.3 Status Messages: the product contains loading indicators and success messages that are not announced to screen readers.

302.3 Without Perception of Color

Partially Supports

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.

A rating of Partially Supports has been given due to the following related WCAG criteria:

- 1.4.1 [Use of Color](#): the product contains a step-progress bar on the Bulk Upload Users page that uses color alone to indicate the currently active step, and multiple pages contain inline links that use color alone to indicate they are links.
- 1.4.3 [Contrast \(Minimum\)](#): the product contains text fields that when the text is selected it is presented as white on a blue background, giving a contrast ratio of 3.2:1, and text that is presented as blue on varying backgrounds, giving contrast ratios that range from 3.7:1 to 4.4:1. The Login page presents password strength indicator text in various colors against a white background, giving contrast ratios that range from 1.6:1 to 3.7:1.
- 1.4.11 [Non-text Contrast](#): the product contains multiple pages with fields or checkboxes with borders presented in varying shades of gray against a white background, giving contrast ratios that range from 1.3:1 to 2.4:1, and focus indicator shading as light gray or light blue against a white background, giving contrast ratios that range from 1.1:1 to 2.7:1. The Repair Members page contains icons in the Included licenses list that are presented in varying colors against a white background, giving contrast ratios ranging from 2.2:1 to 2.8:1.
- 1.4.12 [Text Spacing](#): the product contains content that does not respond to text spacing overrides because it is nested in an <iframe> element, and some content that is cut off or overlaps when viewed at a viewport width of 320 pixels with custom text spacing applied.
- 2.4.3 [Focus Order](#): the product contains multiple pages with interactive elements that have an illogical focus order, and launch dialogs that when closed do not return focus to the triggering element or other appropriate location. Some pages contain controls that update content on the page but do not move focus to the new content, and present form submission errors but do not move focus to the first field in error.
- 2.4.4 [Link Purpose \(In Context\)](#): the product contains links without accessible names, links with identical accessible names that navigate to

Criteria	Conformance Level	Remarks and Explanations
		<p>different locations, and links that open dialogs instead of navigating to other pages but do not indicate this non-standard action.</p> <ul style="list-style-type: none"> • 2.4.6 Headings and Labels: the product contains buttons with insufficiently descriptive accessible names, and buttons with the same accessible name that perform different actions. • 2.4.7 Focus Visible: the product contains several pages with controls that do not provide a visible focus indicator. • 2.5.3 Label in Name: the product contains multiple pages with buttons or tooltips with accessible names that do not match their visual label. • 3.2.2 On Input: the product contains a Configure Routing page with radio buttons that shift focus out of the radio button group and out of their dialog container immediately upon selection. • 3.3.1 Error Identification: the product contains a Fields in the Edit Member dialog box with errors that do not sufficiently identify that a field is in error or which field is in error. • 4.1.1 Parsing: the product contains elements that are nested in a way not permitted by the HTML specification, and some elements with duplicate IDs. • 4.1.2 Name, Role, Value: the product contains tab elements that do not provide proper role, state, and/or name information, and elements with invalid ARIA attributes or values. Some pages contain controls, such as buttons, combo boxes, menus, and checkboxes, that do not report appropriate name, role, and/or state information, and some pages contain show/hide controls without appropriate role and state information. Some of the mapping features do not properly provide changes in state or value information to screen readers, and some pages present tooltips without appropriate roles. • 4.1.3 Status Messages: the product contains loading indicators and success messages that are not announced to screen readers.
302.4 Without Hearing	Supports	The product does not require the use of hearing.

Criteria	Conformance Level	Remarks and Explanations
Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.		
302.5 With Limited Hearing 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.	Supports	The product does not require the use of hearing.
302.6 Without Speech Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	The product does not require the use of speech.

302.7 With Limited Manipulation

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.

Partially Supports

A rating of Partially Supports has been given due to the following related WCAG criteria:

- 1.1.1 [Non-text Content](#): the product contains content that is hidden from users but accessible to screen readers.
- 2.1.1 [Keyboard](#): the product contains several pages with interactive content that cannot be navigated to or operated using a keyboard, and non-interactive content that unnecessarily receives keyboard focus. A few pages contain controls that cannot be operated using a keyboard while a screen reader is running.
- 2.4.3 [Focus Order](#): the product contains multiple pages with interactive elements that have an illogical focus order, and launch dialogs that when closed do not return focus to the triggering element or other appropriate location. Some pages contain controls that update content on the page but do not move focus to the new content, and present form submission errors but do not move focus to the first field in error.
- 2.4.4 [Link Purpose \(In Context\)](#): the product contains links without accessible names, links with identical accessible names that navigate to different locations, and links that open dialogs instead of navigating to other pages but do not indicate this non-standard action.
- 2.4.6 [Headings and Labels](#): the product contains buttons with insufficiently descriptive accessible names, and buttons with the same accessible name that perform different actions.
- 2.4.7 [Focus Visible](#): the product contains several pages with controls that do not provide a visible focus indicator.
- 2.5.3 [Label in Name](#): the product contains multiple pages with buttons or tooltips with accessible names that do not match their visual label.
- 3.2.1 [On Focus](#): the product contains a Default member categories modal dialog with a Category selection list that automatically shifts focus on list selection focus when a screen reader is running.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 3.2.2 On Input: the product contains a Configure Routing page with radio buttons that shift focus out of the radio button group and out of their dialog container immediately upon selection. • 3.3.1 Error Identification: the product contains a Fields in the Edit Member dialog box with errors that do not sufficiently identify that a field is in error or which field is in error. • 3.3.2 Labels or Instructions: the product contains several pages with input fields lacking visual labels or persistent visual labels, relying instead on placeholder text. The Configure Routing page contains fields that are required but do not provide instructions indicating this, and the Utility Settings page does not provide visual instructions for reordering the list. • 3.3.3 Error Suggestion: the product contains a Security Settings page with fields that do not provide suggestions for correcting submission errors. • 3.3.4 Error Prevention: the product contains a Utility Settings page with a “Delete routing services” option that does not provide confirmation of deletion or allow the user to undo the action. • 4.1.1 Parsing: the product contains elements that are nested in a way not permitted by the HTML specification, and some elements with duplicate IDs. • 4.1.2 Name, Role, Value: the product contains tab elements that do not provide proper role, state, and/or name information, and elements with invalid ARIA attributes or values. Some pages contain controls, such as buttons, combo boxes, menus, and checkboxes, that do not report appropriate name, role, and/or state information, and some pages contain show/hide controls without appropriate role and state information. Some of the mapping features do not properly provide changes in state or value information to screen readers, and some pages present tooltips without appropriate roles. • 4.1.3 Status Messages: the product contains loading indicators and success messages that are not announced to screen readers.

302.8 With Limited Reach and Strength

Partially Supports

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.

A rating of Partially Supports has been given due to the following related WCAG criteria:

- 1.1.1 [Non-text Content](#): the product contains content that is hidden from users but accessible to screen readers.
- 2.1.1 [Keyboard](#): the product contains several pages with interactive content that cannot be navigated to or operated using a keyboard, and non-interactive content that unnecessarily receives keyboard focus. A few pages contain controls that cannot be operated using a keyboard while a screen reader is running.
- 2.4.3 [Focus Order](#): the product contains multiple pages with interactive elements that have an illogical focus order, and launch dialogs that when closed do not return focus to the triggering element or other appropriate location. Some pages contain controls that update content on the page but do not move focus to the new content, and present form submission errors but do not move focus to the first field in error.
- 2.4.4 [Link Purpose \(In Context\)](#): the product contains links without accessible names, links with identical accessible names that navigate to different locations, and links that open dialogs instead of navigating to other pages but do not indicate this non-standard action.
- 2.4.6 [Headings and Labels](#): the product contains buttons with insufficiently descriptive accessible names, and buttons with the same accessible name that perform different actions.
- 2.4.7 [Focus Visible](#): the product contains several pages with controls that do not provide a visible focus indicator.
- 2.5.3 [Label in Name](#): the product contains multiple pages with buttons or tooltips with accessible names that do not match their visual label.
- 3.2.2 [On Input](#): the product contains a Configure Routing page with radio buttons that shift focus out of the radio button group and out of their dialog container immediately upon selection.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 3.3.1 Error Identification: the product contains a Fields in the Edit Member dialog box with errors that do not sufficiently identify that a field is in error or which field is in error. • 3.3.2 Labels or Instructions: the product contains several pages with input fields lacking visual labels or persistent visual labels, relying instead on placeholder text. The Configure Routing page contains fields that are required but do not provide instructions indicating this, and the Utility Settings page does not provide visual instructions for reordering the list. • 3.3.3 Error Suggestion: the product contains a Security Settings page with fields that do not provide suggestions for correcting submission errors. • 3.3.4 Error Prevention: the product contains a Utility Settings page with a “Delete routing services” option that does not provide confirmation of deletion or allow the user to undo the action. • 4.1.1 Parsing: the product contains elements that are nested in a way not permitted by the HTML specification, and some elements with duplicate IDs. • 4.1.2 Name, Role, Value: the product contains tab elements that do not provide proper role, state, and/or name information, and elements with invalid ARIA attributes or values. Some pages contain controls, such as buttons, combo boxes, menus, and checkboxes, that do not report appropriate name, role, and/or state information, and some pages contain show/hide controls without appropriate role and state information. Some of the mapping features do not properly provide changes in state or value information to screen readers, and some pages present tooltips without appropriate roles. • 4.1.3 Status Messages: the product contains loading indicators and success messages that are not announced to screen readers.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria:

Criteria	Conformance Level	Remarks and Explanations
ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.		<ul style="list-style-type: none"> • 1.1.1 Non-text Content: the product contains content that is hidden from users but accessible to screen readers. • 1.3.1 Info and Relationships: the product contains form controls without programmatically associated labels or with visual labels that are not programmatically associated with their control, inline field errors or instructions that are not programmatically associated with their corresponding field, dynamically updated content that is not announced to screen readers, tables with empty table headers, or with header cells not associated with their corresponding data cells, content that appears as a list but does not use list markup or has improper markup, and heading content with programmatic levels that do not match their visual level, or that act as a heading but do not use heading markup. • 1.3.2 Meaningful Sequence: the product contains a Set Extent page with an illogical programmatic reading order. • 1.4.1 Use of Color: the product contains a step-progress bar on the Bulk Upload Users page that uses color alone to indicate the currently active step, and multiple pages contain inline links that use color alone to indicate they are links. • 1.4.3 Contrast (Minimum): the product contains text fields that when the text is selected it is presented as white on a blue background, giving a contrast ratio of 3.2:1, and text that is presented as blue on varying backgrounds, giving contrast ratios that range from 3.7:1 to 4.4:1. The Login page presents password strength indicator text in various colors against a white background, giving contrast ratios that range from 1.6:1 to 3.7:1. • 1.4.4 Resize Text: the product contains multiple pages with buttons that disappear when viewing the page at 200% browser zoom, and content that is cut off at 200% browser zoom. Some pages launch modal dialogs that get cut off when viewing the page at 200% browser zoom. • 1.4.10 Reflow: the product contains multiple pages with content that is cut off at a viewport width of 320 pixels, and content that requires horizontal scrolling at a viewport width of 320 pixels.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 1.4.11 Non-text Contrast: the product contains multiple pages with fields or checkboxes with borders presented in varying shades of gray against a white background, giving contrast ratios that range from 1.3:1 to 2.4:1, and focus indicator shading as light gray or light blue against a white background, giving contrast ratios that range from 1.1:1 to 2.7:1. The Repair Members page contains icons in the Included licenses list that are presented in varying colors against a white background, giving contrast ratios ranging from 2.2:1 to 2.8:1. • 1.4.12 Text Spacing: the product contains content that does not respond to text spacing overrides because it is nested in an <iframe> element, and some content that is cut off or overlaps when viewed at a viewport width of 320 pixels with custom text spacing applied. • 1.4.13 Content on Hover or Focus: the product contains a Security Settings page with tooltips that when activated, obscure other content and cannot be dismissed without moving focus or the cursor. • 2.1.1 Keyboard: the product contains several pages with interactive content that cannot be navigated to or operated using a keyboard, and non-interactive content that unnecessarily receives keyboard focus. A few pages contain controls that cannot be operated using a keyboard while a screen reader is running. • 2.4.2 Page Titled: the product contains a Swap Layer page that presents some modal dialogs with accessible names that do not match the visible title. • 2.4.3 Focus Order: the product contains multiple pages with interactive elements that have an illogical focus order, and launch dialogs that when closed do not return focus to the triggering element or other appropriate location. Some pages contain controls that update content on the page but do not move focus to the new content, and present form submission errors but do not move focus to the first field in error. • 2.4.4 Link Purpose (In Context): the product contains links without accessible names, links with identical accessible names that navigate to

Criteria	Conformance Level	Remarks and Explanations
		<p>different locations, and links that open dialogs instead of navigating to other pages but do not indicate this non-standard action.</p> <ul style="list-style-type: none"> 2.4.6 Headings and Labels: the product contains buttons with insufficiently descriptive accessible names, and buttons with the same accessible name that perform different actions. 2.4.7 Focus Visible: the product contains several pages with controls that do not provide a visible focus indicator. 2.5.3 Label in Name: the product contains multiple pages with buttons or tooltips with accessible names that do not match their visual label. 3.2.1 On Focus: the product contains a Default member categories modal dialog with a Category selection list that automatically shifts focus on list selection focus when a screen reader is running. 3.2.2 On Input: the product contains a Configure Routing page with radio buttons that shift focus out of the radio button group and out of their dialog container immediately upon selection. 3.3.1 Error Identification: the product contains a Fields in the Edit Member dialog box with errors that do not sufficiently identify that a field is in error or which field is in error. 3.3.2 Labels or Instructions: the product contains several pages with input fields lacking visual labels or persistent visual labels, relying instead on placeholder text. The Configure Routing page contains fields that are required but do not provide instructions indicating this, and the Utility Settings page does not provide visual instructions for reordering the list. 3.3.3 Error Suggestion: the product contains a Security Settings page with fields that do not provide suggestions for correcting submission errors. 3.3.4 Error Prevention: the product contains a Utility Settings page with a “Delete routing services” option that does not provide confirmation of deletion or allow the user to undo the action.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none">• 4.1.1 Parsing: the product contains elements that are nested in a way not permitted by the HTML specification, and some elements with duplicate IDs.• 4.1.2 Name, Role, Value: the product contains tab elements that do not provide proper role, state, and/or name information, and elements with invalid ARIA attributes or values. Some pages contain controls, such as buttons, combo boxes, menus, and checkboxes, that do not report appropriate name, role, and/or state information, and some pages contain show/hide controls without appropriate role and state information. Some of the mapping features do not properly provide changes in state or value information to screen readers, and some pages present tooltips without appropriate roles.• 4.1.3 Status Messages: the product contains loading indicators and success messages that are not announced to screen readers.

[Chapter 4: Hardware](#)

ArcGIS Enterprise is not impacted by Chapter 4: Hardware. This section has been removed from the report.

[Chapter 5: Software](#)

ArcGIS Enterprise 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 Enterprise support documentation and services.

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

Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation		
<p>602.2 Accessibility and Compatibility Features</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>	Supports	This product report is not impacted by Chapters 4 and 5.
<p>602.3 Electronic Support Documentation</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>	Partially Supports	Web-based electronic support documentation is available for this product.
<p>602.4 Alternate Formats for Non-Electronic Support Documentation</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>	Supports	Web-based electronic support documentation is available for this product.
603 Support Services		

Criteria	Conformance Level	Remarks and Explanations
<p>603.2 Information on Accessibility and Compatibility Features</p> <p>ICT support services shall include information on the accessibility and compatibility features required by 602.2.</p>	Supports	This product report is not impacted by Chapters 4 and 5 (as described in 602.2).
<p>603.3 Accommodation of Communication Needs</p> <p>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.</p>	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>4.2.1 Usage Without Vision</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>	Does Not Support	<p>A rating of Partially Supports has been given due to the following related WCAG criteria:</p> <ul style="list-style-type: none"> 1.1.1 Non-text Content: the product contains meaningful map <canvas> images without textual equivalents, meaningful icons that do not have alternative text or are improperly marked as decorative, and decorative icons that are not marked as decorative. 1.3.1 Info and Relationships: the product contains form controls without programmatically associated labels or with visual labels that are not programmatically associated with their control, inline field errors or instructions that are not programmatically associated with their corresponding field, dynamically updated content that is not announced to screen readers, tables with empty table headers, or with header cells not associated with their corresponding data cells, content that appears as a list but does not use list markup or has improper markup, and heading content with programmatic levels that do not match their visual level, or that act as a heading but do not use heading markup. 1.3.2 Meaningful Sequence: the product contains a Set Extent page with an illogical programmatic reading order. 1.4.1 Use of Color: the product contains a step-progress bar on the Bulk Upload Users page that uses color alone to indicate the currently active step, and multiple pages contain inline links that use color alone to indicate they are links.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 1.4.10 Reflow: the product contains multiple pages with content that is cut off at a viewport width of 320 pixels, and content that requires horizontal scrolling at a viewport width of 320 pixels. • 1.4.13 Content on Hover or Focus: the product contains a Security Settings page with tooltips that when activated, obscure other content and cannot be dismissed without moving focus or the cursor. • 2.1.1 Keyboard: the product contains several pages with interactive content that cannot be navigated to or operated using a keyboard, and non-interactive content that unnecessarily receives keyboard focus. A few pages contain controls that cannot be operated using a keyboard while a screen reader is running. • 2.4.2 Page Titled: the product contains a Swap Layer page that presents some modal dialogs with accessible names that do not match the visible title. • 2.4.3 Focus Order: the product contains multiple pages with interactive elements that have an illogical focus order, and launch dialogs that when closed do not return focus to the triggering element or other appropriate location. Some pages contain controls that update content on the page but do not move focus to the new content, and present form submission errors but do not move focus to the first field in error. • 2.4.4 Link Purpose (In Context): the product contains links without accessible names, links with identical accessible names that navigate to different locations, and links that open dialogs instead of navigating to other pages but do not indicate this non-standard action. • 2.4.6 Headings and Labels: the product contains buttons with insufficiently descriptive accessible names, and buttons with the same accessible name that perform different actions. • 2.5.3 Label in Name: the product contains multiple pages with buttons or tooltips with accessible names that do not match their visual label.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 3.2.1 On Focus: the product contains a Default member categories modal dialog with a Category selection list that automatically shifts focus on list selection focus when a screen reader is running. • 3.2.2 On Input: the product contains a Configure Routing page with radio buttons that shift focus out of the radio button group and out of their dialog container immediately upon selection. • 3.3.1 Error Identification: the product contains a Fields in the Edit Member dialog box with errors that do not sufficiently identify that a field is in error or which field is in error. • 3.3.2 Labels or Instructions: the product contains several pages with input fields lacking visual labels or persistent visual labels, relying instead on placeholder text. The Configure Routing page contains fields that are required but do not provide instructions indicating this, and the Utility Settings page does not provide visual instructions for reordering the list. • 3.3.3 Error Suggestion: the product contains a Security Settings page with fields that do not provide suggestions for correcting submission errors. • 3.3.4 Error Prevention: the product contains a Utility Settings page with a “Delete routing services” option that does not provide confirmation of deletion or allow the user to undo the action. • 4.1.1 Parsing: the product contains elements that are nested in a way not permitted by the HTML specification, and some elements with duplicate IDs. • 4.1.2 Name, Role, Value: the product contains tab elements that do not provide proper role, state, and/or name information, and elements with invalid ARIA attributes or values. Some pages contain controls, such as buttons, combo boxes, menus, and checkboxes, that do not report appropriate name, role, and/or state information, and some pages contain show/hide controls without appropriate role and state information. Some of the mapping features do not properly provide changes in state or value

Criteria	Conformance Level	Remarks and Explanations
		<p>information to screen readers, and some pages present tooltips without appropriate roles.</p> <ul style="list-style-type: none"> 4.1.3 Status Messages: the product contains loading indicators and success messages that are not announced to screen readers.
<p>4.2.2 Usage With Limited Vision</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>	<p>Partially Supports</p>	<p>A rating of Partially Supports has been given due to the following related WCAG criteria:</p> <ul style="list-style-type: none"> 1.1.1 Non-text Content: the product contains meaningful map <canvas> images without textual equivalents, meaningful icons that do not have alternative text or are improperly marked as decorative, and decorative icons that are not marked as decorative. 1.3.1 Info and Relationships: the product contains form controls without programmatically associated labels or with visual labels that are not programmatically associated with their control, inline field errors or instructions that are not programmatically associated with their corresponding field, dynamically updated content that is not announced to screen readers, tables with empty table headers, or with header cells not associated with their corresponding data cells, content that appears as a list but does not use list markup or has improper markup, and heading content with programmatic levels that do not match their visual level, or that act as a heading but do not use heading markup. 1.3.2 Meaningful Sequence: the product contains a Set Extent page with an illogical programmatic reading order. 1.4.1 Use of Color: the product contains a step-progress bar on the Bulk Upload Users page that uses color alone to indicate the currently active step, and multiple pages contain inline links that use color alone to indicate they are links. 1.4.3 Contrast (Minimum): the product contains text fields that when the text is selected it is presented as white on a blue background, giving a contrast ratio of 3.2:1, and text that is presented as blue on varying backgrounds, giving contrast ratios that range from 3.7:1 to 4.4:1. The

Criteria	Conformance Level	Remarks and Explanations
		<p>Login page presents password strength indicator text in various colors against a white background, giving contrast ratios that range from 1.6:1 to 3.7:1.</p> <ul style="list-style-type: none"> 1.4.4 Resize Text: the product contains multiple pages with buttons that disappear when viewing the page at 200% browser zoom, and content that is cut off at 200% browser zoom. Some pages launch modal dialogs that get cut off when viewing the page at 200% browser zoom. 1.4.10 Reflow: the product contains multiple pages with content that is cut off at a viewport width of 320 pixels, and content that requires horizontal scrolling at a viewport width of 320 pixels. 1.4.11 Non-text Contrast: the product contains multiple pages with fields or checkboxes with borders presented in varying shades of gray against a white background, giving contrast ratios that range from 1.3:1 to 2.4:1, and focus indicator shading as light gray or light blue against a white background, giving contrast ratios that range from 1.1:1 to 2.7:1. The Repair Members page contains icons in the Included licenses list that are presented in varying colors against a white background, giving contrast ratios ranging from 2.2:1 to 2.8:1. 1.4.12 Text Spacing: the product contains content that does not respond to text spacing overrides because it is nested in an <iframe> element, and some content that is cut off or overlaps when viewed at a viewport width of 320 pixels with custom text spacing applied. 1.4.13 Content on Hover or Focus: the product contains a Security Settings page with tooltips that when activated, obscure other content and cannot be dismissed without moving focus or the cursor. 2.1.1 Keyboard: the product contains several pages with interactive content that cannot be navigated to or operated using a keyboard, and non-interactive content that unnecessarily receives keyboard focus. A few pages contain controls that cannot be operated using a keyboard while a screen reader is running.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 2.4.2 Page Titled: the product contains a Swap Layer page that presents some modal dialogs with accessible names that do not match the visible title. • 2.4.3 Focus Order: the product contains multiple pages with interactive elements that have an illogical focus order, and launch dialogs that when closed do not return focus to the triggering element or other appropriate location. Some pages contain controls that update content on the page but do not move focus to the new content, and present form submission errors but do not move focus to the first field in error. • 2.4.4 Link Purpose (In Context): the product contains links without accessible names, links with identical accessible names that navigate to different locations, and links that open dialogs instead of navigating to other pages but do not indicate this non-standard action. • 2.4.6 Headings and Labels: the product contains buttons with insufficiently descriptive accessible names, and buttons with the same accessible name that perform different actions. • 2.5.3 Label in Name: the product contains multiple pages with buttons or tooltips with accessible names that do not match their visual label. • 3.2.1 On Focus: the product contains a Default member categories modal dialog with a Category selection list that automatically shifts focus on list selection focus when a screen reader is running. • 3.2.2 On Input: the product contains a Configure Routing page with radio buttons that shift focus out of the radio button group and out of their dialog container immediately upon selection. • 3.3.1 Error Identification: the product contains a Fields in the Edit Member dialog box with errors that do not sufficiently identify that a field is in error or which field is in error. • 3.3.2 Labels or Instructions: the product contains several pages with input fields lacking visual labels or persistent visual labels, relying instead on placeholder text. The Configure Routing page contains fields that are

Criteria	Conformance Level	Remarks and Explanations
		<p>required but do not provide instructions indicating this, and the Utility Settings page does not provide visual instructions for reordering the list.</p> <ul style="list-style-type: none"> 3.3.3 Error Suggestion: the product contains a Security Settings page with fields that do not provide suggestions for correcting submission errors. 3.3.4 Error Prevention: the product contains a Utility Settings page with a “Delete routing services” option that does not provide confirmation of deletion or allow the user to undo the action. 4.1.1 Parsing: the product contains elements that are nested in a way not permitted by the HTML specification, and some elements with duplicate IDs. 4.1.2 Name, Role, Value: the product contains tab elements that do not provide proper role, state, and/or name information, and elements with invalid ARIA attributes or values. Some pages contain controls, such as buttons, combo boxes, menus, and checkboxes, that do not report appropriate name, role, and/or state information, and some pages contain show/hide controls without appropriate role and state information. Some of the mapping features do not properly provide changes in state or value information to screen readers, and some pages present tooltips without appropriate roles. 4.1.3 Status Messages: the product contains loading indicators and success messages that are not announced to screen readers.

4.2.3 Usage Without Perception of Color

Partially Supports

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.

A rating of Partially Supports has been given due to the following related WCAG criteria:

- 1.4.1 [Use of Color](#): the product contains a step-progress bar on the Bulk Upload Users page that uses color alone to indicate the currently active step, and multiple pages contain inline links that use color alone to indicate they are links.
- 1.4.3 [Contrast \(Minimum\)](#): the product contains text fields that when the text is selected it is presented as white on a blue background, giving a contrast ratio of 3.2:1, and text that is presented as blue on varying backgrounds, giving contrast ratios that range from 3.7:1 to 4.4:1. The Login page presents password strength indicator text in various colors against a white background, giving contrast ratios that range from 1.6:1 to 3.7:1.
- 1.4.11 [Non-text Contrast](#): the product contains multiple pages with fields or checkboxes with borders presented in varying shades of gray against a white background, giving contrast ratios that range from 1.3:1 to 2.4:1, and focus indicator shading as light gray or light blue against a white background, giving contrast ratios that range from 1.1:1 to 2.7:1. The Repair Members page contains icons in the Included licenses list that are presented in varying colors against a white background, giving contrast ratios ranging from 2.2:1 to 2.8:1.
- 1.4.12 [Text Spacing](#): the product contains content that does not respond to text spacing overrides because it is nested in an <iframe> element, and some content that is cut off or overlaps when viewed at a viewport width of 320 pixels with custom text spacing applied.
- 2.4.3 [Focus Order](#): the product contains multiple pages with interactive elements that have an illogical focus order, and launch dialogs that when closed do not return focus to the triggering element or other appropriate location. Some pages contain controls that update content on the page but do not move focus to the new content, and present form submission errors but do not move focus to the first field in error.
- 2.4.4 [Link Purpose \(In Context\)](#): the product contains links without accessible names, links with identical accessible names that navigate to

Criteria	Conformance Level	Remarks and Explanations
		<p>different locations, and links that open dialogs instead of navigating to other pages but do not indicate this non-standard action.</p> <ul style="list-style-type: none"> 2.4.6 Headings and Labels: the product contains buttons with insufficiently descriptive accessible names, and buttons with the same accessible name that perform different actions. 2.4.7 Focus Visible: the product contains several pages with controls that do not provide a visible focus indicator. 2.5.3 Label in Name: the product contains multiple pages with buttons or tooltips with accessible names that do not match their visual label. 3.2.2 On Input: the product contains a Configure Routing page with radio buttons that shift focus out of the radio button group and out of their dialog container immediately upon selection. 3.3.1 Error Identification: the product contains a Fields in the Edit Member dialog box with errors that do not sufficiently identify that a field is in error or which field is in error. 4.1.1 Parsing: the product contains elements that are nested in a way not permitted by the HTML specification, and some elements with duplicate IDs. 4.1.2 Name, Role, Value: the product contains tab elements that do not provide proper role, state, and/or name information, and elements with invalid ARIA attributes or values. Some pages contain controls, such as buttons, combo boxes, menus, and checkboxes, that do not report appropriate name, role, and/or state information, and some pages contain show/hide controls without appropriate role and state information. Some of the mapping features do not properly provide changes in state or value information to screen readers, and some pages present tooltips without appropriate roles. 4.1.3 Status Messages: the product contains loading indicators and success messages that are not announced to screen readers.

Criteria	Conformance Level	Remarks and Explanations
<p>4.2.4 Usage Without Hearing</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	The product does not require the use of hearing.
<p>4.2.5 Usage With Limited Hearing</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	The product does not require the use of hearing.
<p>4.2.6 Usage With No or Limited Vocal Capacity</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 product does not require the use of speech.

4.2.7 Usage With Limited Manipulation or Strength

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.

Partially Supports

A rating of Partially Supports has been given due to the following related WCAG criteria:

- 1.1.1 [Non-text Content](#): the product contains content that is hidden from users but accessible to screen readers.
- 2.1.1 [Keyboard](#): the product contains several pages with interactive content that cannot be navigated to or operated using a keyboard, and non-interactive content that unnecessarily receives keyboard focus. A few pages contain controls that cannot be operated using a keyboard while a screen reader is running.
- 2.4.3 [Focus Order](#): the product contains multiple pages with interactive elements that have an illogical focus order, and launch dialogs that when closed do not return focus to the triggering element or other appropriate location. Some pages contain controls that update content on the page but do not move focus to the new content, and present form submission errors but do not move focus to the first field in error.
- 2.4.4 [Link Purpose \(In Context\)](#): the product contains links without accessible names, links with identical accessible names that navigate to different locations, and links that open dialogs instead of navigating to other pages but do not indicate this non-standard action.
- 2.4.6 [Headings and Labels](#): the product contains buttons with insufficiently descriptive accessible names, and buttons with the same accessible name that perform different actions.
- 2.4.7 [Focus Visible](#): the product contains several pages with controls that do not provide a visible focus indicator.
- 2.5.3 [Label in Name](#): the product contains multiple pages with buttons or tooltips with accessible names that do not match their visual label.
- 3.2.1 [On Focus](#): the product contains a Default member categories modal dialog with a Category selection list that automatically shifts focus on list selection focus when a screen reader is running.

- 3.2.2 [On Input](#): the product contains a Configure Routing page with radio buttons that shift focus out of the radio button group and out of their dialog container immediately upon selection.
- 3.3.1 [Error Identification](#): the product contains a Fields in the Edit Member dialog box with errors that do not sufficiently identify that a field is in error or which field is in error.
- 3.3.2 [Labels or Instructions](#): the product contains several pages with input fields lacking visual labels or persistent visual labels, relying instead on placeholder text. The Configure Routing page contains fields that are required but do not provide instructions indicating this, and the Utility Settings page does not provide visual instructions for reordering the list.
- 3.3.3 [Error Suggestion](#): the product contains a Security Settings page with fields that do not provide suggestions for correcting submission errors.
- 3.3.4 [Error Prevention](#): the product contains a Utility Settings page with a “Delete routing services” option that does not provide confirmation of deletion or allow the user to undo the action.
- 4.1.1 [Parsing](#): the product contains elements that are nested in a way not permitted by the HTML specification, and some elements with duplicate IDs.
- 4.1.2 [Name, Role, Value](#): the product contains tab elements that do not provide proper role, state, and/or name information, and elements with invalid ARIA attributes or values. Some pages contain controls, such as buttons, combo boxes, menus, and checkboxes, that do not report appropriate name, role, and/or state information, and some pages contain show/hide controls without appropriate role and state information. Some of the mapping features do not properly provide changes in state or value information to screen readers, and some pages present tooltips without appropriate roles.
- 4.1.3 [Status Messages](#): the product contains loading indicators and success messages that are not announced to screen readers.

4.2.8 Usage With Limited Reach Partially Supports

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.

A rating of Partially Supports has been given due to the following related WCAG criteria:

- 1.1.1 [Non-text Content](#): the product contains content that is hidden from users but accessible to screen readers.
- 2.1.1 [Keyboard](#): the product contains several pages with interactive content that cannot be navigated to or operated using a keyboard, and non-interactive content that unnecessarily receives keyboard focus. A few pages contain controls that cannot be operated using a keyboard while a screen reader is running.
- 2.4.3 [Focus Order](#): the product contains multiple pages with interactive elements that have an illogical focus order, and launch dialogs that when closed do not return focus to the triggering element or other appropriate location. Some pages contain controls that update content on the page but do not move focus to the new content, and present form submission errors but do not move focus to the first field in error.
- 2.4.4 [Link Purpose \(In Context\)](#): the product contains links without accessible names, links with identical accessible names that navigate to different locations, and links that open dialogs instead of navigating to other pages but do not indicate this non-standard action.
- 2.4.6 [Headings and Labels](#): the product contains buttons with insufficiently descriptive accessible names, and buttons with the same accessible name that perform different actions.
- 2.4.7 [Focus Visible](#): the product contains several pages with controls that do not provide a visible focus indicator.
- 2.5.3 [Label in Name](#): the product contains multiple pages with buttons or tooltips with accessible names that do not match their visual label.
- 3.2.2 [On Input](#): the product contains a Configure Routing page with radio buttons that shift focus out of the radio button group and out of their dialog container immediately upon selection.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 3.3.1 Error Identification: the product contains a Fields in the Edit Member dialog box with errors that do not sufficiently identify that a field is in error or which field is in error. • 3.3.2 Labels or Instructions: the product contains several pages with input fields lacking visual labels or persistent visual labels, relying instead on placeholder text. The Configure Routing page contains fields that are required but do not provide instructions indicating this, and the Utility Settings page does not provide visual instructions for reordering the list. • 3.3.3 Error Suggestion: the product contains a Security Settings page with fields that do not provide suggestions for correcting submission errors. • 3.3.4 Error Prevention: the product contains a Utility Settings page with a “Delete routing services” option that does not provide confirmation of deletion or allow the user to undo the action. • 4.1.1 Parsing: the product contains elements that are nested in a way not permitted by the HTML specification, and some elements with duplicate IDs. • 4.1.2 Name, Role, Value: the product contains tab elements that do not provide proper role, state, and/or name information, and elements with invalid ARIA attributes or values. Some pages contain controls, such as buttons, combo boxes, menus, and checkboxes, that do not report appropriate name, role, and/or state information, and some pages contain show/hide controls without appropriate role and state information. Some of the mapping features do not properly provide changes in state or value information to screen readers, and some pages present tooltips without appropriate roles. • 4.1.3 Status Messages: the product contains loading indicators and success messages that are not announced to screen readers.
4.2.9 Minimize Photosensitive Seizure Triggers	Supports	The product does not contain photosensitive seizure triggers or flashing content.

Criteria	Conformance Level	Remarks and Explanations
<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>		
<p>4.2.10 Usage With Limited Cognition, Language, or Learning</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 due to the following related WCAG criteria:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content: the product contains content that is hidden from users but accessible to screen readers. • 1.3.1 Info and Relationships: the product contains form controls without programmatically associated labels or with visual labels that are not programmatically associated with their control, inline field errors or instructions that are not programmatically associated with their corresponding field, dynamically updated content that is not announced to screen readers, tables with empty table headers, or with header cells not associated with their corresponding data cells, content that appears as a list but does not use list markup or has improper markup, and heading content with programmatic levels that do not match their visual level, or that act as a heading but do not use heading markup. • 1.3.2 Meaningful Sequence: the product contains a Set Extent page with an illogical programmatic reading order. • 1.4.1 Use of Color: the product contains a step-progress bar on the Bulk Upload Users page that uses color alone to indicate the currently active step, and multiple pages contain inline links that use color alone to indicate they are links. • 1.4.3 Contrast (Minimum): the product contains text fields that when the text is selected it is presented as white on a blue background, giving a contrast ratio of 3.2:1, and text that is presented as blue on varying backgrounds, giving contrast ratios that range from 3.7:1 to 4.4:1. The

Criteria	Conformance Level	Remarks and Explanations
		<p>Login page presents password strength indicator text in various colors against a white background, giving contrast ratios that range from 1.6:1 to 3.7:1.</p> <ul style="list-style-type: none"> 1.4.4 Resize Text: the product contains multiple pages with buttons that disappear when viewing the page at 200% browser zoom, and content that is cut off at 200% browser zoom. Some pages launch modal dialogs that get cut off when viewing the page at 200% browser zoom. 1.4.10 Reflow: the product contains multiple pages with content that is cut off at a viewport width of 320 pixels, and content that requires horizontal scrolling at a viewport width of 320 pixels. 1.4.11 Non-text Contrast: the product contains multiple pages with fields or checkboxes with borders presented in varying shades of gray against a white background, giving contrast ratios that range from 1.3:1 to 2.4:1, and focus indicator shading as light gray or light blue against a white background, giving contrast ratios that range from 1.1:1 to 2.7:1. The Repair Members page contains icons in the Included licenses list that are presented in varying colors against a white background, giving contrast ratios ranging from 2.2:1 to 2.8:1. 1.4.12 Text Spacing: the product contains content that does not respond to text spacing overrides because it is nested in an <iframe> element, and some content that is cut off or overlaps when viewed at a viewport width of 320 pixels with custom text spacing applied. 1.4.13 Content on Hover or Focus: the product contains a Security Settings page with tooltips that when activated, obscure other content and cannot be dismissed without moving focus or the cursor. 2.1.1 Keyboard: the product contains several pages with interactive content that cannot be navigated to or operated using a keyboard, and non-interactive content that unnecessarily receives keyboard focus. A few pages contain controls that cannot be operated using a keyboard while a screen reader is running.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 2.4.2 Page Titled: the product contains a Swap Layer page that presents some modal dialogs with accessible names that do not match the visible title. • 2.4.3 Focus Order: the product contains multiple pages with interactive elements that have an illogical focus order, and launch dialogs that when closed do not return focus to the triggering element or other appropriate location. Some pages contain controls that update content on the page but do not move focus to the new content, and present form submission errors but do not move focus to the first field in error. • 2.4.4 Link Purpose (In Context): the product contains links without accessible names, links with identical accessible names that navigate to different locations, and links that open dialogs instead of navigating to other pages but do not indicate this non-standard action. • 2.4.6 Headings and Labels: the product contains buttons with insufficiently descriptive accessible names, and buttons with the same accessible name that perform different actions. • 2.4.7 Focus Visible: the product contains several pages with controls that do not provide a visible focus indicator. • 2.5.3 Label in Name: the product contains multiple pages with buttons or tooltips with accessible names that do not match their visual label. • 3.2.1 On Focus: the product contains a Default member categories modal dialog with a Category selection list that automatically shifts focus on list selection focus when a screen reader is running. • 3.2.2 On Input: the product contains a Configure Routing page with radio buttons that shift focus out of the radio button group and out of their dialog container immediately upon selection. • 3.3.1 Error Identification: the product contains a Fields in the Edit Member dialog box with errors that do not sufficiently identify that a field is in error or which field is in error.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> 3.3.2 Labels or Instructions: the product contains several pages with input fields lacking visual labels or persistent visual labels, relying instead on placeholder text. The Configure Routing page contains fields that are required but do not provide instructions indicating this, and the Utility Settings page does not provide visual instructions for reordering the list. 3.3.3 Error Suggestion: the product contains a Security Settings page with fields that do not provide suggestions for correcting submission errors. 3.3.4 Error Prevention: the product contains a Utility Settings page with a “Delete routing services” option that does not provide confirmation of deletion or allow the user to undo the action. 4.1.1 Parsing: the product contains elements that are nested in a way not permitted by the HTML specification, and some elements with duplicate IDs. 4.1.2 Name, Role, Value: the product contains tab elements that do not provide proper role, state, and/or name information, and elements with invalid ARIA attributes or values. Some pages contain controls, such as buttons, combo boxes, menus, and checkboxes, that do not report appropriate name, role, and/or state information, and some pages contain show/hide controls without appropriate role and state information. Some of the mapping features do not properly provide changes in state or value information to screen readers, and some pages present tooltips without appropriate roles. 4.1.3 Status Messages: the product contains loading indicators and success messages that are not announced to screen readers.
<p>4.2.11 Privacy</p> <p>Where ICT provides features for accessibility, the ICT maintains the privacy of users of these</p>	Supports	<p>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. No spoken version of characters being mashed is available. Use of headphones is not restricted in any way.</p>

Criteria	Conformance Level	Remarks and Explanations
features at the same level as other users.		

[Chapter 5: Generic Requirements](#)

ArcGIS Enterprise is not impacted by Chapter 5: Generic Requirements. This section has been removed from the report.

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

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

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

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

[Chapter 8: Hardware](#)

ArcGIS Enterprise is not impacted by Chapter 8: Hardware. This section has been removed from the report.

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

This section has been removed from the report.

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

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

[Chapter 11](#): Software

ArcGIS Enterprise is a web-only product, not platform software, and is not impacted by Chapter 11: Software. This section has been removed from the report.

Chapter 12: Documentation and Support Services

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

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

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