Esri Accessibility Conformance Report
ArcGIS Enterprise 11.0

Report Date: February 24, 2023

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Esri Accessibility Conformance Report

Product Information

Product Name/Version: ArcGIS Enterprise 11.0

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

Product Release Date: November 18, 2021

Report Date: February 24, 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 email settings, setting up and modifying federated servers, managing users and licenses, and creating administrative reports. It also covers working with hosted feature layers in the Enterprise portal such as by viewing, adding, and editing fields, creating a read-only view layer, and setting the extent for a given feature layer item.

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 on desktop. The product was tested by certified accessibility professionals on a selection of the application representative of ArcGIS Enterprise using, among other methodology, the screen readers JAWS 2022 and NVDA 2022.4, exclusive use of the keyboard, and manual inspection of code. Functional testing of typical user workflows was also conducted.

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

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

Specific inquiries may be emailed to EsriAccessibility@esri.com, 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	12/15/2022	Evaluation results and explanations updated by testing vendor (initial version)
2.0	02/24/2023	Updated to 2.4 VPAT® template and Esri ACR format
2.1	03/03/2023	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
1.1.1 Non-text Content (Level A) 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. • Controls, Input • Time-Based Media • Test • Sensory • CAPTCHA • Decoration, Formatting, Invisible	Partially Supports	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): • Sharing level icons are not accessible; • Charts lack contextual descriptions; • Thumbnail images for popular content do not have informative alt attributes.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) 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: • Prerecorded Audio-only • Prerecorded Video-only	Supports	The product does not currently contain pre-recorded audio-only or pre-recorded video-only content.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) 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.	Supports	The product does not currently contain pre-recorded content requiring synchronized captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) 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.	Supports	The product does not currently contain any prerecorded video content that would require audio description or a time-based media alternative.
1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Supports	The product does not currently contain live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	Supports	The product does not currently contain any prerecorded video content that would require audio description.
1.3.1 Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Partially Supports	Most user interface elements in the product provide programmatic and/or textual information about structure and relationships. A rating of Partially Supports has been given for the following reason(s): • The Notifications button in the global navigation system, input fields in the Feature Layer Add Data Fields form, controls in Add/Edit User Types/Roles do not have programmatic labels.

Criteria	Conformance Level	Remarks and Explanations
		• Error messaging and other dynamic content changes are not communicated to assistive technologies. • Some ARIA patterns have not been fully implemented or implemented incorrectly. It should be noted that while scan testing tools flagged a significant number of these issues, user impact was often minimal, if any, when testing with modern screen reader/browser combinations. It would likely cause some issues with older versions.
1.3.2 Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Supports	The reading order of the content matches the visual and logical order, and can be programmatically determined.
1.3.3 Sensory Characteristics (Level A) 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.	Supports	The product provides instructions for understanding and operating content that do not rely solely on sensory characteristics.
1.3.4 Orientation (Level AA – WCAG 2.1) 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.	Supports	The product does not restrict its view and operation to a single display orientation and responds appropriately to screen orientation changes.
1.3.5 Identify Input Purpose (Level AA – WCAG 2.1) The purpose of each input field collecting information about the user can be programmatically determined when:	Supports	The purpose of each input field in the product collecting information about the user can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
• 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.		
1.4.1 Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Partially Supports	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): • The Organization Status Dashboard demonstrates multiple instances where color alone is used to distinguish visual elements on charts.
1.4.2 Audio Control (Level A) 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.	Supports	The product does not contain audio that plays automatically.
1.4.3 Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: • 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	Partially Supports	The product meets or exceeds minimum contrast ratios on most components containing text or images of text. A rating of Partially Supports has been given for the following reason(s): • Separators used in places such as Licenses and Members which have a contrast ratio of 1.33:1;

Criteria	Conformance Level	Remarks and Explanations
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.		• "Learn More about report fields" link in Organization – Status – Reports which has a contrast ratio of 4.23:1.
1.4.4 Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Partially Supports	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): • Occasionally at 200%, some text or a container element will force text overlap or be hidden off screen.
1.4.5 Images of Text (Level AA) 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: • 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).	Supports	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.
1.4.10 Reflow (Level AA – WCAG 2.1) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels	Partially Supports	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): • Some modals require two-dimensional scrolling; • Add Fields button becomes hidden;

Criteria	Conformance Level	Remarks and Explanations
• Horizontal scrolling content at a height equivalent to 256 CSS pixels		• Cancel button is partially obscured.
1.4.11 Non-text Contrast (Level AA – WCAG 2.1) The visual presentation of non-text content has a contrast ratio of at least 3:1 against adjacent color(s).	Partially Supports	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): • Sub nav tabs in the active state; • Charts on Organization Status Dashboard.
1.4.12 Text Spacing (Level AA – WCAG 2.1) 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: • 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	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): • In a few modals, styles are unable to be overwritten.
1.4.13 Content on Hover or Focus (Level AA – WCAG 2.1) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: • Dismissible • Hoverable	Partially Supports	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): • The Quick Date Select drop-down menu on the Organization Status Dashboard cannot

Criteria	Conformance Level	Remarks and Explanations
• Persistent		be dismissed with the keyboard and obscures other content.

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
2.1.1 Keyboard (Level A) 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.	Partially Supports	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): • Some expand/collapse functions are not operable with the keyboard such as with Add New Members.
2.1.2 No Keyboard Trap (Level A) 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.	Supports	The product does not feature any content or controls that cause a keyboard trap.
2.1.4 Character Key Shortcuts (Level A – WCAG 2.1) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: • **Turn off**: A mechanism is available to turn the shortcut off	Supports	The product does not currently include any character key shortcuts implemented in content.

Criteria	Conformance Level	Remarks and Explanations
• **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.		
[2.2.1](#) **Timing Adjustable (Level A)** For each time limit that is set by the content, at least one of the following is true: • 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 • 20 Hour Exception: The time limit is longer than 20 hours.	Supports	The product includes a mechanism to turn off, adjust, or extend time limits set by the content; the time limit is a required part of a real-time event; the time limit is essential and extending it would invalidate the activity; the time limit is longer than 20 hours.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) For moving, blinking, scrolling, or auto-updating information, all of the following are true: • 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.
2.3.1 Three Flashes or Below Threshold (Level A) 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.	Supports	The product does not contain any content that flashes more than three times in any one second.
2.4.1 Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Webpages.	Supports	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.
2.4.2 Page Titled (Level A) Webpages have titles that describe topic or purpose.	Partially Supports	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):

Criteria	Conformance Level	Remarks and Explanations
		• Organization Settings – When any of the 13 links on the left nav are selected and the content changes in the main area, the page title remains "ArcGIS Enterprise"; • Feature Layer Data – Performing functions such as adding and editing attributes that change the page content do not also change the page title.
2.4.3 Focus Order (Level A) 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.	Partially Supports	Most components within the product receive focus in a meaningful order. A rating of Partially Supports has been given for the following reason(s): • When a modal is closed, focus does not return to the control that activated it or to the next focusable component; • The entire left-hand menu must be navigated before accessing content related to each menu item. • All tabs in the sub nav must be navigated before accessing content related to each tab.
2.4.4 Link Purpose (In Context) (Level A) 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.	Partially Supports	The purpose of most links in the product can be determined from the link text alone or from the programmatic context of the link. A rating of Partially Supports has been given for the following reason(s): • In rare instances, such as a link to close a modal or remove a user, there is not sufficient context.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) 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.	Partially 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.
2.4.6 Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Partially Supports	Most content headings and labels are descriptive and unique. A rating of Partially Supports has been given for the following reason(s): • Some labels which are repeated on multiple pages, such as 'Edit' or 'Manage', are not descriptive enough.
2.4.7 Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Supports	The keyboard focus indicator is visible on all interactive components throughout the product.
2.5.1 Pointer Gestures (Level A – WCAG 2.1) 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.	Supports	The product does not require multi-point or path-based pointer gestures for operation.
2.5.2 Pointer Cancellation (Level A – WCAG 2.1) For functionality that can be operated using a single pointer, at least one of the following is true: • **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	Supports	The product contains only functionality that can be activated on the up event of a single pointer.

Criteria	Conformance Level	Remarks and Explanations
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		
2.5.3 Label in Name (Level A – WCAG 2.1) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Supports	For components in the product that have visible text labels, that text exists in the component's accessible name.
2.5.4 Motion Actuation (Level A – WCAG 2.1) 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: • 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
3.1.1 Language of Page (Level A) The default human language of each Webpage can be programmatically determined.	Supports	The language of each page in the product is programmatically determinable.
3.1.2 Language of Parts (Level AA) 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.	Supports	Content in the product is only presented in one language at a time.
3.2.1 On Focus (Level A) When any component receives focus, it does not initiate a change of context.	Supports	User interface components in the product do not initiate a change of context when they receive focus.
3.2.2 On Input (Level A) 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.	Supports	Changes of context do not occur automatically on user input.
3.2.3 Consistent Navigation (Level AA) 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.	Supports	When navigational mechanisms are repeated in the product, they occur in a consistent relative order and appearance.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Components that have the same functionality within a set of Webpages are identified consistently.	Partially Supports	Components with the same functionality throughout the product are identified consistently.
3.3.1 Error Identification (Level A) 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.	Partially Supports	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): • Some errors are not announced by screen readers.
3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Partially Supports	The product provides sufficient instructions for user input in most cases. A rating of Partially Supports has been given for the following reason(s): • Combo boxes are implemented in such a way that some informative attributes are not read by screen readers; • Some control groupings are not labelled in a way that specifies the relationship.
3.3.3 Error Suggestion (Level AA) 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.	Partially Supports	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): • Error suggestions are generally not announced by screen readers.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 **Error Prevention (Legal, Financial, Data) (Level AA)** 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: • 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.	Supports	The product does not process legal commitments or financial transactions.

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
4.1.1 Parsing (Level A) 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. *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.*	Partially Supports	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): • Automated testing flagged several instances where duplicate IDs appeared in the DOM. This can cause screen readers to read the wrong information the second time the ID is used. It should be noted that no user impact was experienced during screen reader testing. • Lists in feature layer and member licenses are not nested according to specifications, preventing some screen reader users from benefitting from semantic information and keyboard patterns.
4.1.2 Name, Role, Value (Level A) 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.	Partially Supports	Most user interface components throughout the product convey their name, role, or value to assistive technology. A rating of Partially Supports has been given for the following reason(s): • Custom controls on Manage User Types that act as accordions but are marked up using incomplete patterns;

Criteria	Conformance Level	Remarks and Explanations
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.		• Aria-labels on elements with no programmatically determinable role which can prevent screen reader users from receiving intended information.
4.1.3 Status Messages (Level AA – WCAG 2.1) 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.	Does Not Support	Status messages, when provided in the product, are not presented in a way that can be programmatically determined by 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
302.1 Without Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.1.1 Non-text Content: Sharing level icons are not accessible; Charts lack contextual descriptions; Thumbnail images for popular content do not have informative alt attributes. • 1.3.1 Info and Relationships: Some global navigation is missing programmatic labels; Error messaging and other dynamic content changes are not communicated to assistive technologies; Some ARIA patterns have not been fully implemented or implemented incorrectly. • 2.1.1 Keyboard • 2.4.2 Page Titled • 2.4.4 Link Purpose (In Context): In rare instances, such as a link to close a modal or remove a user, there is not sufficient context. • 2.4.6 Headings and Labels: Some labels which are repeated on multiple pages, such as 'Edit' or 'Manage', are not descriptive enough. • 3.2.4 Consistent Identification • 3.3.1 Error Identification: Some errors are not announced by screen readers. • 3.3.2 Labels or Instructions: Combo boxes are implemented in such a way that some informative attributes are not read by screen readers; Some control groupings are not labelled in a way that specifies the relationship.

Criteria	Conformance Level	Remarks and Explanations
		• 3.3.3 Error Suggestion: Error suggestions are generally not announced by screen readers • 4.1.1 Parsing: Some duplicate IDs appear in the DOM. This can cause screen readers to read the wrong information the second time the ID is used; Lists in feature layer and member licenses are not nested according to specifications, preventing some screen reader users from benefitting from semantic information and keyboard patterns. • 4.1.2 Name, Role, Value: Custom controls on Manage User Types that act as accordions but are marked up using incomplete patterns; Aria-labels on elements with no programmatically determinable role which can prevent screen reader users from receiving intended information. • 4.1.3 Status Messages: Status messages, when provided in the product, are not presented in a way that can be programmatically determined by screen readers.
302.2 With Limited Vision 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.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.1.1 Non-text Content: Sharing level icons are not accessible; Charts lack contextual descriptions; Thumbnail images for popular content do not have informative alt attributes. • 1.3.1 Info and Relationships: Some global navigation is missing programmatic labels; Error messaging and other dynamic content changes are not communicated to assistive technologies; Some ARIA patterns have not been fully implemented or implemented incorrectly. • 1.4.1 Use of Color: The Organization Status Dashboard demonstrates multiple instances where color alone is used to distinguish visual elements on charts. • 1.4.3 Contrast (Minimum): Separators used in places such as Licenses and Members which have a contrast ratio of 1.33:1; "Learn More about report fields" link in Organization – Status – Reports which has a contrast ratio of 4.23:1.

Criteria	Conformance Level	Remarks and Explanations
		• 1.4.4 Resize Text: Occasionally at 200%, some text or a container element will force text overlap or be hidden off screen. • 1.4.10 Reflow: Some modals require two-dimensional scrolling; Add Fields button becomes hidden; Cancel button is partially obscured. • 1.4.12 Text Spacing: In a few modals, styles are unable to be overwritten. • 2.1.1 Keyboard • 2.4.3 Focus Order: When a modal is closed, focus does not return to the control that activated it or to the next focusable component; The entire left-hand menu must be navigated before accessing content related to each menu item; All tabs in the sub nav must be navigated before accessing content related to each tab. • 2.4.6 Headings and Labels: Some labels which are repeated on multiple pages, such as 'Edit' or 'Manage', are not descriptive enough. • 3.2.4 Consistent Identification • 3.3.1 Error Identification: Some errors are not announced by screen readers. • 3.3.2 Labels or Instructions: Combo boxes are implemented in such a way that some informative attributes are not read by screen readers; Some control groupings are not labelled in a way that specifies the relationship.
302.3 Without Perception of Color 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.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.4.1 Use of Color: The Organization Status Dashboard demonstrates multiple instances where color alone is used to distinguish visual elements on charts. • 1.4.3 Contrast (Minimum): Separators used in places such as Licenses and Members which have a contrast ratio of 1.33:1; "Learn More about report fields" link in Organization – Status – Reports which has a contrast ratio of 4.23:1. • 3.3.1 Error Identification • 4.1.3 Status Messages

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	The product does not require the use of 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.

Criteria	Conformance Level	Remarks and Explanations
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: • 1.3.1 Info and Relationships: Some global navigation is missing programmatic labels; Error messaging and other dynamic content changes are not communicated to assistive technologies; Some ARIA patterns have not been fully implemented or implemented incorrectly. • 2.1.1 Keyboard (Level A): Some expand/collapse functions are not operable with the keyboard such as with Add New Members. • 2.4.3 Focus Order: When a modal is closed, focus does not return to the control that activated it or to the next focusable component; The entire left-hand menu must be navigated before accessing content related to each menu item; All tabs in the sub nav must be navigated before accessing content related to each tab. • 2.4.6 Headings and Labels: Some labels which are repeated on multiple pages, such as 'Edit' or 'Manage', are not descriptive enough. • 3.2.4 Consistent Identification • 4.1.1 Parsing: Some duplicate IDs appear in the DOM. This can cause screen readers to read the wrong information the second time the ID is used; Lists in feature layer and member licenses are not nested according to specifications, preventing some screen reader users from benefitting from semantic information and keyboard patterns. • 4.1.2 Name, Role, Value: Custom controls on Manage User Types that act as accordions but are marked up using incomplete patterns; Aria-labels on elements with no programmatically determinable role which can prevent screen reader users from receiving intended information.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength 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.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.3.1 Info and Relationships: Some global navigation is missing programmatic labels; Error messaging and other dynamic content changes are not communicated to assistive technologies; Some ARIA patterns have not been fully implemented or implemented incorrectly. • 2.1.1 Keyboard (Level A): Some expand/collapse functions are not operable with the keyboard such as with Add New Members. • 2.4.3 Focus Order: When a modal is closed, focus does not return to the control that activated it or to the next focusable component; The entire left-hand menu must be navigated before accessing content related to each menu item; All tabs in the sub nav must be navigated before accessing content related to each tab. • 2.4.6 Headings and Labels: Some labels which are repeated on multiple pages, such as 'Edit' or 'Manage', are not descriptive enough.
302.9 With Limited Language, Cognitive, and Learning Abilities ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.1.1 Non-text Content (Level A) • 1.3.1 Info and Relationships: Some global navigation is missing programmatic labels; Error messaging and other dynamic content changes are not communicated to assistive technologies; Some ARIA patterns have not been fully implemented or implemented incorrectly. • 2.1.1 Keyboard (Level A): Some expand/collapse functions are not operable with the keyboard such as with Add New Members. • 2.4.4 Link Purpose (In Context): In rare instances, such as a link to close a modal or remove a user, there is not sufficient context. • 2.4.6 Headings and Labels: Some labels which are repeated on multiple pages, such as 'Edit' or 'Manage', are not descriptive enough.

Criteria	Conformance Level	Remarks and Explanations
		• 3.2.4 Consistent Identification • 3.3.1 Error Identification: Some errors are not announced by screen readers. • 3.3.2 Labels or Instructions: Combo boxes are implemented in such a way that some informative attributes are not read by screen readers; Some control groupings are not labelled in a way that specifies the relationship. • 4.1.1 Parsing: Some duplicate IDs appear in the DOM. This can cause screen readers to read the wrong information the second time the ID is used; Lists in feature layer and member licenses are not nested according to specifications, preventing some screen reader users from benefitting from semantic information and keyboard patterns. • 4.1.2 Name, Role, Value: Custom controls on Manage User Types that act as accordions but are marked up using incomplete patterns; Aria-labels on elements with no programmatically determinable role which can prevent screen reader users from receiving intended information.

[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. Refer to WCAG tables for conformance levels and explanations.

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		
602.2 Accessibility and Compatibility Features 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.	Partially Supports	This product report is not impacted by Chapter 4.
602.3 Electronic Support Documentation 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).	Supports	Web-based electronic support documentation is available for this product.
602.4 Alternate Formats for Non-Electronic Support Documentation Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Web-based electronic support documentation is available for this product.

Criteria	Conformance Level	Remarks and Explanations
603 Support Services		

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

EN 301 549 Report

Chapter 4: Functional Performance Statements (FPS)

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

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage Without Vision 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.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.1.1 Non-text Content: Sharing level icons are not accessible; Charts lack contextual descriptions; Thumbnail images for popular content do not have informative alt attributes. • 1.3.1 Info and Relationships: Some global navigation is missing programmatic labels; Error messaging and other dynamic content changes are not communicated to assistive technologies; Some ARIA patterns have not been fully implemented or implemented incorrectly. • 2.1.1 Keyboard • 2.4.2 Page Titled • 2.4.4 Link Purpose (In Context): In rare instances, such as a link to close a modal or remove a user, there is not sufficient context. • 2.4.6 Headings and Labels: Some labels which are repeated on multiple pages, such as 'Edit' or 'Manage', are not descriptive enough. • 3.2.4 Consistent Identification • 3.3.1 Error Identification: Some errors are not announced by screen readers. • 3.3.2 Labels or Instructions: Combo boxes are implemented in such a way that some informative attributes are not read by screen readers; Some control groupings are not labelled in a way that specifies the relationship.

Criteria	Conformance Level	Remarks and Explanations
		• 3.3.3 Error Suggestion: Error suggestions are generally not announced by screen readers • 4.1.1 Parsing: Some duplicate IDs appear in the DOM. This can cause screen readers to read the wrong information the second time the ID is used; Lists in feature layer and member licenses are not nested according to specifications, preventing some screen reader users from benefitting from semantic information and keyboard patterns. • 4.1.2 Name, Role, Value: Custom controls on Manage User Types that act as accordions but are marked up using incomplete patterns; Aria-labels on elements with no programmatically determinable role which can prevent screen reader users from receiving intended information. • 4.1.3 Status Messages: Status messages, when provided in the product, are not presented in a way that can be programmatically determined by screen readers.
4.2.2 Usage With Limited Vision 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.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.1.1 Non-text Content: Sharing level icons are not accessible; Charts lack contextual descriptions; Thumbnail images for popular content do not have informative alt attributes. • 1.3.1 Info and Relationships: Some global navigation is missing programmatic labels; Error messaging and other dynamic content changes are not communicated to assistive technologies; Some ARIA patterns have not been fully implemented or implemented incorrectly. • 1.4.1 Use of Color: The Organization Status Dashboard demonstrates multiple instances where color alone is used to distinguish visual elements on charts. • 1.4.3 Contrast (Minimum): Separators used in places such as Licenses and Members which have a contrast ratio of 1.33:1; "Learn More about report fields" link in Organization – Status – Reports which has a contrast ratio of 4.23:1.

Criteria	Conformance Level	Remarks and Explanations
		• 1.4.4 Resize Text: Occasionally at 200%, some text or a container element will force text overlap or be hidden off screen.
		• 1.4.10 Reflow: Some modals require two-dimensional scrolling; Add Fields button becomes hidden; Cancel button is partially obscured.
		• 1.4.12 Text Spacing: In a few modals, styles are unable to be overwritten.
		• 2.1.1 Keyboard
		• 2.4.3 Focus Order: When a modal is closed, focus does not return to the control that activated it or to the next focusable component; The entire left-hand menu must be navigated before accessing content related to each menu item; All tabs in the sub nav must be navigated before accessing content related to each tab.
		• 2.4.6 Headings and Labels: Some labels which are repeated on multiple pages, such as 'Edit' or 'Manage', are not descriptive enough.
		• 3.2.4 Consistent Identification
		• 3.3.1 Error Identification: Some errors are not announced by screen readers.
		• 3.3.2 Labels or Instructions: Combo boxes are implemented in such a way that some informative attributes are not read by screen readers; Some control groupings are not labelled in a way that specifies the relationship.

Criteria	Conformance Level	Remarks and Explanations
4.2.3 Usage Without Perception of Color 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.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.4.1 Use of Color: The Organization Status Dashboard demonstrates multiple instances where color alone is used to distinguish visual elements on charts. • 1.4.3 Contrast (Minimum): Separators used in places such as Licenses and Members which have a contrast ratio of 1.33:1; "Learn More about report fields" link in Organization – Status – Reports which has a contrast ratio of 4.23:1. • 3.3.1 Error Identification • 4.1.3 Status Messages
4.2.4 Usage Without Hearing 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.	Supports	The product does not require the use of hearing.
4.2.5 Usage With Limited Hearing 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.	Supports	The product does not require the use of hearing.

Criteria	Conformance Level	Remarks and Explanations
4.2.6 Usage With No or Limited Vocal Capacity 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.	Supports	The product is usable by those with no or limited vocal capability.\

Criteria	Conformance Level	Remarks and Explanations
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: • 1.3.1 Info and Relationships: Some global navigation is missing programmatic labels; Error messaging and other dynamic content changes are not communicated to assistive technologies; Some ARIA patterns have not been fully implemented or implemented incorrectly. • 2.1.1 Keyboard (Level A): Some expand/collapse functions are not operable with the keyboard such as with Add New Members. • 2.4.3 Focus Order: When a modal is closed, focus does not return to the control that activated it or to the next focusable component; The entire left-hand menu must be navigated before accessing content related to each menu item; All tabs in the sub nav must be navigated before accessing content related to each tab. • 2.4.6 Headings and Labels: Some labels which are repeated on multiple pages, such as 'Edit' or 'Manage', are not descriptive enough. • 3.2.4 Consistent Identification • 4.1.1 Parsing: Some duplicate IDs appear in the DOM. This can cause screen readers to read the wrong information the second time the ID is used; Lists in feature layer and member licenses are not nested according to specifications, preventing some screen reader users from benefitting from semantic information and keyboard patterns. • 4.1.2 Name, Role, Value: Custom controls on Manage User Types that act as accordions but are marked up using incomplete patterns; Aria-labels on elements with no programmatically determinable role which can prevent screen reader users from receiving intended information.

Criteria	Conformance Level	Remarks and Explanations
4.2.8 Usage With Limited Reach 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.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.3.1 Info and Relationships: Some global navigation is missing programmatic labels; Error messaging and other dynamic content changes are not communicated to assistive technologies; Some ARIA patterns have not been fully implemented or implemented incorrectly. • 2.1.1 Keyboard (Level A): Some expand/collapse functions are not operable with the keyboard such as with Add New Members. • 2.4.3 Focus Order: When a modal is closed, focus does not return to the control that activated it or to the next focusable component; The entire left-hand menu must be navigated before accessing content related to each menu item; All tabs in the sub nav must be navigated before accessing content related to each tab. • 2.4.6 Headings and Labels: Some labels which are repeated on multiple pages, such as 'Edit' or 'Manage', are not descriptive enough.
4.2.9 Minimize Photosensitive Seizure Triggers 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.	Supports	The product does not contain photosensitive seizure triggers or flashing content.

Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage With Limited Cognition, Language, or Learning 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.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.1.1 Non-text Content (Level A) • 1.3.1 Info and Relationships: Some global navigation is missing programmatic labels; Error messaging and other dynamic content changes are not communicated to assistive technologies; Some ARIA patterns have not been fully implemented or implemented incorrectly. • 2.1.1 Keyboard (Level A): Some expand/collapse functions are not operable with the keyboard such as with Add New Members. • 2.4.4 Link Purpose (In Context): In rare instances, such as a link to close a modal or remove a user, there is not sufficient context. • 2.4.6 Headings and Labels: Some labels which are repeated on multiple pages, such as 'Edit' or 'Manage', are not descriptive enough. • 3.2.4 Consistent Identification • 3.3.1 Error Identification: Some errors are not announced by screen readers. • 3.3.2 Labels or Instructions: Combo boxes are implemented in such a way that some informative attributes are not read by screen readers; Some control groupings are not labelled in a way that specifies the relationship. • 4.1.1 Parsing: Some duplicate IDs appear in the DOM. This can cause screen readers to read the wrong information the second time the ID is used; Lists in feature layer and member licenses are not nested according to specifications, preventing some screen reader users from benefitting from semantic information and keyboard patterns. • 4.1.2 Name, Role, Value: Custom controls on Manage User Types that act as accordions but are marked up using incomplete patterns; Aria-labels on elements with no programmatically determinable role which can prevent screen reader users from receiving intended information.

Criteria	Conformance Level	Remarks and Explanations
4.2.11 Privacy Where ICT provides features for accessibility, the ICT maintains the privacy of users of these features at the same level as other users.	Supports	The product does not cause legal commitments or financial transactions for the user to occur, does not modify or delete user-controllable data in data storage systems, and does not submit user test responses. No spoken version of characters being mashed is available. Use of headphones is not restricted in any way.

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

Criteria	Conformance Level	Remarks and Explanations
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.