

Esri Accessibility Conformance Report

ArcGIS Hub

Report Date: AUG 24, 2021

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Esri Accessibility Conformance Report

Product Information

Product Name/Version: ArcGIS Hub (June 2021 / version 5.163.0)

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

Product Release Date: August 24, 2021

Report Date: August 24, 2021

Product Description: ArcGIS Hub is an easy-to-configure community engagement platform that organizes people, data, and tools through data-driven initiatives.

Notes: This report applies to both ArcGIS Hub's builder/editor application and the published output prior to customization. It does not include conformance of connected apps, such as ArcGIS Survey123 or ArcGIS Online. In addition, ArcGIS Hub has a weekly release cycle, so information in this document may not be updated as quickly as ArcGIS Hub's digital [Accessibility Status Report](#).

Evaluation Methods Used: This product has been tested internally using VoiceOver & Safari on MacOS Catalina, NVDA & Firefox on Windows 10, and automated accessibility testing via the [axe framework](#). Sighted keyboard testing with Tab/Shift+Tab/Enter/Space/Arrow-Keys has been performed for Chrome & Safari on MacOS Catalina with some limited usage of Voice Control (MacOS Catalina.)

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

For questions specifically about ArcGIS Hub, email ask-hub@esri.com.

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 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 Standards	(Yes)

Table 2: Record of Changes

Version	Date	Description of Changes
1.0	06/29/2021	Updated to 2.4 VPAT® template and Esri ACR format
1.1	06/29/2021	Evaluation results and explanations updated by Esri internal (WCAG Success Criteria)
2.0	08/24/2021	Evaluation results and explanations updated by Esri internal to June 2021 release

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.

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 Requirements (WCAG) Report

WCAG Principle 1: Perceivable

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

Table 4: WCAG Principle 1 Success Criteria - Perceivable

Criteria	Conformance Level	Remarks and Explanations
<p>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: If non-text content is a control or accepts user input, then it has a name that describes its purpose. • Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. • Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. • CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using 	Partially Supports	<p>Some SVGs use <title> to set label and not all screen-readers support this implementation.</p> <p>Data item types include table, which can be used as non-visual map alternative. Web map item types should include descriptive summary as table does not exist.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>output modes for different types of sensory perception are provided to accommodate different disabilities.</p> <ul style="list-style-type: none"> • Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology. 		
<p><u>1.2.1</u> 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: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. 	Not Applicable	
<p><u>1.2.2</u> 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>	Not Applicable	
<p><u>1.2.3</u> 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>	Not Applicable	Videos embedded in video card need to be captioned on host platform.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4</u> Captions (Live) (Level AA)</p> <p>Captions are provided for all live audio content in synchronized media.</p>	Not Applicable	
<p><u>1.2.5</u> Audio Description (Prerecorded) (Level AA)</p> <p>Audio description is provided for all prerecorded video content in synchronized media.</p>	Not Applicable	
<p><u>1.3.1</u> Info and Relationships (Level A)</p> <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Partially Supports	Last Updated filter is missing label.
<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>	Supports	
<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><u>1.3.4</u> Orientation (Level AA – WCAG 2.1 only)</p> <p>Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p>	Supports	
<p><u>1.3.5</u> Identify Input Purpose (Level AA – WCAG 2.1 only)</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<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. 		
<p><u>1.4.1</u> Use of Color (Level A)</p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Supports	
<p><u>1.4.2</u> Audio Control (Level A)</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>	Not Applicable	
<p><u>1.4.3</u> Contrast (Minimum) (Level AA)</p> <p>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> • 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. 	Partially Supports	<p>Select components fail color contrast due to lowered opacity without programmatic disabled state:</p> <ul style="list-style-type: none"> • hidden collections in edit mode Content Library • previous calendar month in calendar widget on upcoming events card • grayscale dropdown arrows in calendar widget on upcoming events card <p>Any user-embedded content (via iframe or social media cards) is out of Hub's control.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. 		Member badges in edit mode Teams' list do not pass contrast.
<p>1.4.4 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	Upcoming Events Card calendar links get cut-off when using Firefox text-only zoom.
<p>1.4.5 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> <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. <p><i>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</i></p>	Supports	
<p>1.4.10 Reflow (Level AA – WCAG 2.1 only)</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 	Supports	
<p>1.4.11 Non-text Contrast (Level AA – WCAG 2.1 only)</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s).</p>		
<p>1.4.12 Text Spacing (Level AA – WCAG 2.1 only)</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. 	Supports	While text may truncate visually in some places, it does not truncate for screen-readers as this was a user-indicated preference.
<p>1.4.13 Content on Hover or Focus (Level AA – WCAG 2.1 only)</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: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content • Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none">• Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.		

WCAG Principle 2: Operable

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

Table 5: WCAG Principle 2 Success Criteria - Operable

Criteria	Conformance Level	Remarks and Explanations
<p><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> <p><i>Note 1: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.</i></p> <p><i>Note 2: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</i></p>	Partially Supports	<p>Some user-interface elements are not keyboard navigable including:</p> <ul style="list-style-type: none"> • drag-and-drop layout editor for sites/pages in edit mode • upcoming events card calendar component (list component is fine) • date range picker (manual entry is supported) • autosuggest (VoiceOver only) • free-hand drawing on map notes • download dropdown options
<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	
<p><u>2.1.4</u> Character Key Shortcuts (Level A – WCAG 2.1 only)</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>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:</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><u>2.2.1</u> 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 	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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. <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>2.2.2 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	
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>Webpages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p> <p><i>Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Webpage (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</i></p>		
<p><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>	Partially Supports	Skip navigation link missing on edit navbar in layout editor.
<p><u>2.4.2</u> Page Titled (Level A)</p> <p>Webpages have titles that describe topic or purpose.</p>	Supports	
<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>	Supports	
<p><u>2.4.4</u> Link Purpose (In Context) (Level A)</p> <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>	Partially Supports	In edit mode, Groups Manager list item remove buttons do not have unique identifier.
<p><u>2.4.5</u> Multiple Ways (Level AA)</p>	Supports	Hub Site must have both Header and Global Navigation enabled to pass, which provides navigation and search. If Global Navigation is

Criteria	Conformance Level	Remarks and Explanations
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.		disabled, site author must implement a second method themselves.
<u>2.4.6</u> Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Partially Supports	Last Updated filter is missing label.
<u>2.4.7</u> Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Supports	
<u>2.5.1</u> Pointer Gestures (Level A – WCAG 2.1 only) 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	
<u>2.5.2</u> Pointer Cancellation (Level A – WCAG 2.1 only) For functionality that can be operated using a single pointer, at least one of the following is true: <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	

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.3</u> Label in Name (Level A – WCAG 2.1 only)</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>	Partially Supports	Upcoming Events Card calendar widget buttons use plain text symbols rather than contextual labels.
<p><u>2.5.4</u> Motion Actuation (Level A – WCAG 2.1 only)</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	Not Applicable	

WCAG Principle 3: Understandable

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

Table 6: WCAG Principle 3 Success Criteria - Understandable

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.1 Language of Page (Level A)</p> <p>The default human language of each Webpage can be programmatically determined.</p>	Supports	
<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>	Partially Supports	Mixed language data support would require language metadata from ArcGIS Online, which is not presently available.
<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>Upcoming events in list card open in new tab without warning. External link icon in search results missing label to indicate links open in new tab.</p> <p>External link icon in search results missing label to indicate links open in new tab.</p> <p>Preview pane in Layer Picker missing focus management.</p>
<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>	Supports	

Criteria	Conformance Level	Remarks and Explanations
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	
3.2.4 Consistent Identification (Level AA) Components that have the same functionality within a set of Webpages are identified consistently.	Supports	
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.	Supports	
3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Supports	
3.3.3 Error Suggestion (Level A) 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.	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.4</u> Error Prevention (Legal, Financial, Data) (Level AA)</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.	Supports	

WCAG Principle 4: Robust

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

Table 7: WCAG Principle 4 Success Criteria - Robust

Criteria	Conformance Level	Remarks and Explanations
<p><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	Duplicative IDs on Hub Overview cards in edit mode.
<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>	Partially Supports	<p>Missing or inaccurate aria roles occur:</p> <ul style="list-style-type: none"> • breadcrumb dropdown menus in edit mode do not identify as menu • SVG gear icon in edit mode Content Library missing img role, which improves aria-label support in NVDA • list tags do not properly nest in More Menu. • map extent widget needs application role to better support aria-label on text.
<p><u>4.1.3</u> Status Messages (Level AA – WCAG 2.1 only)</p>	Supports	

Criteria

Conformance Level

Remarks and Explanations

In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.

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[Chapter 3: Functional Performance Criteria](#)

ArcGIS Hub is supported without *Claim of Equivalent Facilitation*, and other standards (i.e. WCAG) in this document convey the accessibility conformance of the product. This product is not impacted by Chapter 3: Functional Performance Criteria, and this section has been removed from the report.

[Chapter 4: Hardware](#)

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

[Chapter 5: Software](#)

ArcGIS Hub is a web-only product, not platform software, and is not impacted by Chapter 5: Software. This section has been removed from the report. See information in WCAG 2.1 report sections.

Chapter 6: Support Documentation and Services

This chapter is based on an internal evaluation of the ArcGIS Hub support documentation and services.

Table 8: 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>	Not Applicable	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>	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>	Not Applicable	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.	Not Applicable	This product report is not impacted by Chapters 4 and 5 (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.