

# Esri Accessibility Conformance Report

## **ArcGIS Online**

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Report Date: 05/20/2021

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# Esri Accessibility Conformance Report

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## Product Information

**Product Name/Version:** ArcGIS Online (December 2020)

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

**Product Release Date:** December 2020 version

**Report Date:** 05/20/2021

**Product Description:** ArcGIS Online is a cloud-based mapping and analysis solution used to create maps, analyze data, and to share and collaborate. The ArcGIS Online organization website allows members of an organization to create, find and manage content, as well as to work together in groups. It also allows administrators to manage members and content in the organization.

**Notes:** The scope of this accessibility evaluation of ArcGIS Online is limited to the core functionality of the organization website and related content.

Additional accessibility evaluation was also conducted on this product by Esri internal analysts, and supplemental language has been included in the 'Conformance Level' and/or 'Remarks and Explanations' sections within the report tables. Any additions made to this document by Esri internal analysts are identified in additional notes throughout the report.

**Evaluation Methods Used:** JAWS 2020 and Accessibility Insights for Web by 3<sup>rd</sup>-party accessibility auditors.

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

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

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

Table 1: Applicable Standards and Guidelines

Standards / Guidelines	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 Standards</a>	(Yes)

Table 2: Record of Changes

Version	Date	Description of Changes
1.0	05/20/2021	Evaluation results and explanations updated by accessibility consultants
1.1	05/20/2021	Updated to 2.4 VPAT® template and Esri ACR format
1.2	06/01/2021	Evaluation results and explanations updated by Esri

## Purpose

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

## Background

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

## Terms

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

Table 3: Conformance Level Definitions

Conformance Level	Definition
Supports	The functionality of the product has at least one method that meets the criterion or meets with equivalent facilitation.
Partially Supports	Product does not entirely meet the letter and intent of the criterion, but does provide some level of access.  OR  Product provides alternative methods to meet the intent of the criterion.
Does Not Support	The majority of product functionality does not meet the criterion.
Not Applicable	The criterion is not relevant to the product.
Not Evaluated	The product has not been evaluated against the criterion.

## Revised Section 508 Considerations

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### Application and Administration

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

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

### Scoping Requirements

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

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

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

### Functional Performance Criteria

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

## Hardware

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

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

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

## Software

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

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

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

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

## Support Documentation and Services

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



## Web Content Accessibility 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 Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 4: WCAG Principle 1 Success Criteria - Perceivable

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.1.1 Non-text Content (Level A)</b></p> <p>All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.</p> <ul style="list-style-type: none"> <li>• <b>Controls, Input:</b> If non-text content is a control or accepts user input, then it has a name that describes its purpose.</li> <li>• <b>Time-Based Media:</b> If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>• <b>Test:</b> If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>• <b>Sensory:</b> If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>• <b>CAPTCHA:</b> If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content</li> </ul>	Supports	

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

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4</u> Captions (Live) (Level AA)</b></p> <p>Captions are provided for all live audio content in synchronized media.</p>	Not Applicable	The product does not have live video or audio content.
<p><b><u>1.2.5</u> Audio Description (Prerecorded) (Level AA)</b></p> <p>Audio description is provided for all prerecorded video content in synchronized media.</p>	Not Applicable	This product does not provide prerecorded audio-only or video-only content.
<p><b><u>1.3.1</u> Info and Relationships (Level A)</b></p> <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Partially Supports	<p>Screen reader notification to end users of completed actions some areas within Organization is not conducted.</p> <p>Some structural areas within Content are not communicated to end users.</p> <p>Within Groups, the Content and Organization links can be tabbed to before reaching Featured Groups and My Groups. This does not provide the impression the current area is Groups.</p>
<p><b><u>1.3.2</u> Meaningful Sequence (Level A)</b></p> <p>When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Supports	
<p><b><u>1.3.3</u> Sensory Characteristics (Level A)</b></p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<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>		
<p><b><u>1.3.4</u> Orientation (Level AA – WCAG 2.1 only)</b></p> <p>Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p>	Supports	
<p><b><u>1.3.5</u> Identify Input Purpose (Level AA – WCAG 2.1 only)</b></p> <p>The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> <li>• The input field serves a purpose identified in the Input Purposes for User Interface Components section; and</li> <li>• The content is implemented using technologies with support for identifying the expected meaning for form input data.</li> </ul>	Not Applicable	The product does not contain pages with autofill capabilities.
<p><b><u>1.4.1</u> Use of Color (Level A)</b></p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Partially Supports	Within the Overview tab, a green line under Item Information indicates a reliance on color to convey a message.
<p><b><u>1.4.2</u> Audio Control (Level A)</b></p> <p>If any audio on a Webpage plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	Not Applicable	The product does not include audio that plays automatically.
<p><b><u>1.4.3</u> Contrast (Minimum) (Level AA)</b></p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> <li>• Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;</li> <li>• Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> <li>• Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.</li> </ul>		
<p><b><a href="#">1.4.4</a> Resize text (Level AA)</b></p> <p>Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	Supports	
<p><b><a href="#">1.4.5</a> Images of Text (Level AA)</b></p> <p>If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <ul style="list-style-type: none"> <li>• Customizable: The image of text can be visually customized to the user's requirements;</li> <li>• Essential: A particular presentation of text is essential to the information being conveyed.</li> </ul> <p><i>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</i></p>	Not Applicable	The product does not include images of text, with the exception of logos, which are exempt from this criterion.
<p><b><a href="#">1.4.10</a> Reflow (Level AA – WCAG 2.1 only)</b></p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> <li>• Vertical scrolling content at a width equivalent to 320 CSS pixels</li> <li>• Horizontal scrolling content at a height equivalent to 256 CSS pixels</li> </ul>		
<p><b><u>1.4.11</u> Non-text Contrast (Level AA – WCAG 2.1 only)</b></p> <p>The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s).</p>	Supports	
<p><b><u>1.4.12</u> Text Spacing (Level AA – WCAG 2.1 only)</b></p> <p>In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> <li>• Line height (line spacing) to at least 1.5 times the font size</li> <li>• Spacing following paragraphs to at least 2 times the font size</li> <li>• Letter spacing (tracking) to at least 0.12 times the font size</li> <li>• Word spacing to at least 0.16 times the font size.</li> </ul>	Supports	
<p><b><u>1.4.13</u> Content on Hover or Focus (Level AA – WCAG 2.1 only)</b></p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"><li>• <b>Dismissible:</b> A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content</li><li>• <b>Hoverable:</b> If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing</li><li>• <b>Persistent:</b> The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</li></ul>		

## WCAG Principle 2: Operable

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

Table 5: WCAG Principle 2 Success Criteria - Operable

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.1.1</u> Keyboard (Level A)</b></p> <p>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p> <p><i>Note 1: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.</i></p> <p><i>Note 2: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</i></p>	Partially Supports	<p>On the Organization screen, some values within drop downs cannot be accessed with a keyboard. Pressing certain buttons within modals with a keyboard will not result in any action. Certain tabs cannot be tabbed to with a keyboard.</p> <p>Within Content, certain templates within "Create a feature layer" cannot be accessed with a keyboard. Content within tabs like the Resource tab cannot be accessed or not in the tabbing order. Choosing certain background and foreground colors, and buttons like Print cannot be selected with a keyboard.</p>
<p><b><u>2.1.2</u> No Keyboard Trap (Level A)</b></p> <p>If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>	Partially Supports	<p>Within Groups, the focus stays within the Tags field when a new tag is added.</p>
<p><b><u>2.1.4</u> Character Key Shortcuts (Level A – WCAG 2.1 only)</b></p>	Not Applicable	<p>The product does not provide any keyboard shortcuts to users.</p>



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

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

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><b><u>2.4.1</u> Bypass Blocks (Level A)</b></p> <p>A mechanism is available to bypass blocks of content that are repeated on multiple Webpages.</p>	Supports	This product provides skip links as a mechanism to bypass blocks of content.
<p><b><u>2.4.2</u> Page Titled (Level A)</b></p> <p>Webpages have titles that describe topic or purpose.</p>	Partially Supports	Within Organization, the username appears in the page title.
<p><b><u>2.4.3</u> Focus Order (Level A)</b></p> <p>If a Webpage can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	Partially Supports	Within Content and Organization, cancelling actions does not result in the focus on the control that invoked the action.
<p><b><u>2.4.4</u> Link Purpose (In Context) (Level A)</b></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	Within Organization, links within a group in Featured Groups specify View Details.
<p><b><u>2.4.5</u> Multiple Ways (Level AA)</b></p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>More than one way is available to locate a Webpage within a set of Webpages except where the Webpage is the result of, or a step in, a process.</p>		
<p><b>2.4.6 Headings and Labels (Level AA)</b> Headings and labels describe topic or purpose.</p>	Partially Supports	Within Gallery, Groups and Organization, some headings were not in subsequent order.
<p><b>2.4.7 Focus Visible (Level AA)</b> Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Partially Supports	Within Content and Gallery, some checkboxes and selectable items did not have a focus indicator. Within Organization, some tabs did not have a focus indicator when tabbing.
<p><b>2.5.1 Pointer Gestures (Level A – WCAG 2.1 only)</b> All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p>	Not Applicable	The site does not rely on any pointer gestures or mouse movement.
<p><b>2.5.2 Pointer Cancellation (Level A – WCAG 2.1 only)</b> For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>No Down-Event:</b> The down-event of the pointer is not used to execute any part of the function</li> <li>• <b>Abort or Undo:</b> Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion</li> <li>• <b>Up Reversal:</b> The up-event reverses any outcome of the preceding down-event</li> <li>• <b>Essential:</b> Completing the function on the down-event is essential</li> </ul>	Not Applicable	The site does not rely on mouse down events to activate any piece of content on the site.

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

## WCAG Principle 3: Understandable

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

Table 6: WCAG Principle 3 Success Criteria - Understandable

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.1.1</u> Language of Page (Level A)</b></p> <p>The default human language of each Webpage can be programmatically determined.</p>	Supports	
<p><b><u>3.1.2</u> Language of Parts (Level AA)</b></p> <p>The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	Supports	
<p><b><u>3.2.1</u> On Focus (Level A)</b></p> <p>When any component receives focus, it does not initiate a change of context.</p>	Supports	
<p><b><u>3.2.2</u> On Input (Level A)</b></p> <p>Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.</p>	Supports	
<p><b><u>3.2.3</u> Consistent Navigation (Level AA)</b></p> <p>Navigational mechanisms that are repeated on multiple Webpages within a set of Webpages occur in the same relative order each time they are repeated, unless a change is initiated by the user.</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.4</u> Consistent Identification (Level AA)</b></p> <p>Components that have the same functionality within a set of Webpages are identified consistently.</p>	Supports	
<p><b><u>3.3.1</u> Error Identification (Level A)</b></p> <p>If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>	Supports	
<p><b><u>3.3.2</u> Labels or Instructions (Level A)</b></p> <p>Labels or instructions are provided when content requires user input.</p>	Partially Supports	<p>Within Content and Organization, certain buttons and labels do not have labels. Some checkboxes in Groups do not have associated labels.</p> <p>Instructions on how to interact with certain controls in Gallery are not read by assistive technologies. Within Organization, certain controls do not have instructions on how to interact with them.</p>
<p><b><u>3.3.3</u> Error Suggestion (Level A)</b></p> <p>If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.3.4</u> Error Prevention (Legal, Financial, Data) (Level AA)</b></p> <p>For Webpages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"><li>• Reversible: Submissions are reversible.</li><li>• Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</li><li>• Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</li></ul>	Supports	



## WCAG Principle 4: Robust

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

Table 7: WCAG Principle 4 Success Criteria - Robust

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>4.1.1</u> Parsing (Level A)</b></p> <p>In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p> <p><i>Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.</i></p>	Supports	
<p><b><u>4.1.2</u> Name, Role, Value (Level A)</b></p> <p>For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.</p> <p><i>Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.</i></p>	Partially Supports	Within Gallery and Content, names of controls are not being read by assistive technologies. In Content, the states of checkboxes are not being indicated by assistive technologies.
<p><b><u>4.1.3</u> Status Messages (Level AA – WCAG 2.1 only)</b></p> <p>In content implemented using markup languages, status messages can be programmatically determined through role or</p>	Partially Supports	In Gallery, assistive technologies not reading results are present.

Criteria

Conformance Level

Remarks and Explanations

properties such that they can be presented to the user by assistive technologies without receiving focus.

## Revised Section 508 Report

### Chapter 3: Functional Performance Criteria

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

Criteria	Conformance Level	Remarks and Explanations
<p><b>302.1 Without Vision</b></p> <p>Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.</p>	Partially Supports	<p>Some functions of the product are only partially supported without vision.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>As noted in 1.3.1 Info and Relationships, Screen reader notification to end users of completed actions some areas within Organization is not conducted. Some structural areas within Content are not communicated to end users. Within Groups, the Content and Organization links can be tabbed to before reaching Featured Groups and My Groups. This does not provide the impression the current area is Groups.</li> <li>As noted in 1.4.1 Color Alone, within the Overview tab, a green line under Item Information indicates a reliance on color to convey a message.</li> <li>As noted in 2.1.2 No Keyboard Trap, within Groups, the focus stays within the Tags field when a new tag is added.</li> <li>As noted in 2.4.2 Page Titled, within Organization, the username appears in the page title.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>As noted in 2.4.3 Focus Order, within Content and Organization, cancelling actions does not result in the focus on the control that invoked the action.</li> <li>As noted in 2.4.4 Link Purpose (In Context), within Organization, links within a group in Featured Groups specify View Details.</li> <li>As noted in 2.4.6 Headings and Labels, within Gallery, Groups and Organization, some headings were not in subsequent order.</li> </ul>
<p><b>302.2 With Limited Vision</b></p> <p>Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.</p>	Partially Supports	<p>Some functions of the product are only partially supported with limited vision.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>As noted in 1.4.1 Color Alone, within the Overview tab, a green line under Item Information indicates a reliance on color to convey a message.</li> <li>As noted in 3.3.2 Labels or Instructions, Within Content and Organization, certain buttons and labels do not have labels. Some checkboxes in Groups do not have associated labels. Instructions on how to interact with certain controls in Gallery are not read by assistive technologies. Within Organization, certain controls do not have instructions on how to interact with them.</li> <li>As noted in 4.1.2 Name, Role, Value, within Gallery and Content, names of controls are not being read by assistive technologies. In Content,</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<p>the states of checkboxes are not being indicated by assistive technologies.</p> <ul style="list-style-type: none"> <li>As noted in 4.1.3 Status Messages, within Gallery, assistive technologies not reading results are present.</li> </ul>
<p><b>302.3 Without Perception of Color</b></p> <p>Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.</p>	Supports	
<p><b>302.4 Without Hearing</b></p> <p>Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.</p>	Not Applicable	The product does not require the use of hearing.
<p><b>302.5 With Limited Hearing</b></p> <p>Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.</p>	Not Applicable	The product does not require the use of hearing.
<p><b>302.6 Without Speech</b></p> <p>Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.</p>	Not Applicable	The product does not require the use of speech.
<p><b>302.7 With Limited Manipulation</b></p> <p>Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p><b>302.8 With Limited Reach and Strength</b></p> <p>Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.</p>	Supports	The product is functional with limited reach.
<p><b>302.9 With Limited Language, Cognitive, and Learning Abilities</b></p> <p>ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p>	Partially Supports	<p>Users with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology or accessibility features of their chosen platform.</p> <p>The product does support some of these features, however, the product relies on complex user interface components, that are not fully customizable.</p>

## [Chapter 4: Hardware](#)

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

## [Chapter 5: Software](#)

ArcGIS Online 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 was not evaluated under the scope of this accessibility evaluation effort, so the language included in this section is based on an internal evaluation of the ArcGIS Online support documentation and services.

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

Criteria	Conformance Level	Remarks and Explanations
<b>602 Support Documentation</b>		
<p><b>602.2 Accessibility and Compatibility Features</b></p> <p>Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.</p>	Not Applicable	This product report is not impacted by Chapters 4 and 5.
<p><b>602.3 Electronic Support Documentation</b></p> <p>Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).</p>	Partially Supports	Web-based electronic support documentation is available for this product but do not adhere to all applicable WCAG 2.1 A and AA success criteria.
<p><b>602.4 Alternate Formats for Non-Electronic Support Documentation</b></p> <p>Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.</p>	Not Applicable	Web-based electronic support documentation is available for this product.

Criteria	Conformance Level	Remarks and Explanations
<b>603 Support Services</b>		
<p><b>603.2 Information on Accessibility and Compatibility Features</b></p> <p>ICT support services shall include information on the accessibility and compatibility features required by 602.2.</p>	Not Applicable	This product report is not impacted by Chapters 4 and 5 (as described in 602.2).
<p><b>603.3 Accommodation of Communication Needs</b></p> <p>Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.</p>	Supports	Technical support directly to the user is available for this product, and Esri Accessibility contact information is provided in this report.