Esri Accessibility Conformance Report

ArcGIS Web AppBuilder

Report Date: 3/01/2021

Legal Disclaimer

This Accessibility Conformance Report ("ACR") outlines the Esri product's support for the WCAG standards as of the listed testing date. The information contained in this ACR is provided by Esri for informational purposes only and reflects the current assessment of the product's accessibility features, capabilities, and known limitations, as they relate to the accessibility standards addressed herein. This ACR describes current WCAG criteria and identifies associated conformance levels for the Esri product. The product's accessibility features may evolve over time, and the accuracy of this ACR may be subject to change without notice.

It is the responsibility of the product user (e.g., the procuring organization, end user, or evaluating entity) to independently determine whether the conformance levels described in this ACR meet the product user's accessibility needs, legal obligations, or policy requirements. Decisions regarding the adoption, purchase, or continued use of the product should be based on the user's own review, evaluation, and risk assessment. Esri assumes no liability for any decisions made based on the information herein and makes no representation concerning the ability of assistive technologies or other products to interoperate with the Esri product described herein. Any modification or customization to the product by a user may result in differing conformance levels than those set forth in this ACR.

Esri disclaims all warranties or conditions of any kind, whether express or implied, for this ACR and any product conformance levels or other content addressed in this ACR.

Table of Contents

LEGAL DISCLAIMER ..... **I**

ESRI ACCESSIBILITY CONFORMANCE REPORT **1**

Product Information 1

Purpose 3

Background 3

Terms 3

REVISED SECTION 508 CONSIDERATIONS **4**

Application and Administration 4

Scoping Requirements 4

Functional Performance Criteria 4

Hardware 5

Software 5

Support Documentation and Services 5

WEB CONTENT ACCESSIBILITY REQUIREMENTS (WCAG) REPORT **6**

WCAG Principle 1: Perceivable 6

WCAG Principle 2: Operable 14

WCAG Principle 3: Understandable 21

WCAG Principle 4: Robust 24

REVISED SECTION 508 REPORT **26**

Chapter 3: Functional Performance Criteria 26

Chapter 4: Hardware 27

Chapter 5: Software 28

Chapter 6: Support Documentation and Services 29

List of Tables

Table 1: Applicable Standards and Guidelines 2
Table 2: Record of Changes 2
Table 3: Conformance Level Definitions 3
Table 4: WCAG Principle 1 Success Criteria - Perceivable 6
Table 5: WCAG Principle 2 Success Criteria - Operable 14
Table 6: WCAG Principle 3 Success Criteria - Understandable 21
Table 7: WCAG Principle 4 Success Criteria - Robust 24
Table 8: Revised Section 508 Chapter 6 - Support Documentation and Services 29

Esri Accessibility Conformance Report

Product Information

Product Name/Version: ArcGIS Web AppBuilder online edition 2020 December update

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

Product Release Date: 12/08/2020

Report Date: 3/01/2021

Product Description: ArcGIS Web AppBuilder is an intuitive what-you-see-is-what-you-get (WYSIWYG) application that allows you to easily build web apps. You can utilize and customize different themes and widgets to build map-featured apps.

Notes: This product is heavily dependent upon user created and configured content, and emphasizes the need for supplemental understanding of accessibility conformance standards. This map-centric product will be subject to certain restrictions on accessibility support for map interactions.

Evaluation Methods Used: Testing ArcGIS Web AppBuilder involved a combination of manual and functional testing on desktop. Level Access (Level) comprehensively tested a selection of experiences representative of ArcGIS Web AppBuilder using, among other methodology, the screen reader JAWS 2020, exclusive use of the keyboard, and manual inspection of code. Level also functionally tested several typical user flows with the JAWS 2020 screen reader, Dragon NaturallySpeaking 15, and ZoomText 2020.

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 2.0	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	3/01/2021	*Evaluation results and explanations updated by accessibility consultants*
1.1	3/12/2021	Updated to 2.4 VPAT® template and Esri ACR format

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
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: 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	Does Not Support	Some non-text content that is presented to the user has a text alternative that serves the equivalent purpose. However, a rating of Does Not Supports has been given for the following reasons: • Most SVG elements lack a textual equivalent. • In some cases, content intended to be hidden from all users is exposed to assistive technologies. • In some cases, non-decorative images lack a textual equivalent. • Sometimes decorative images lack an alt attribute. • In some cases, column headers do not indicate to assistive technology that they have an attached menu. • In a few instances, shape and location are the sole methods used to communicate information or hierarchy. Some custom controls do not provide proper textual name, role, and state information.

Criteria	Conformance Level	Remarks and Explanations
are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. • 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.		
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: 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	The product does not have pre-recorded audio-only or pre-recorded video-only content.
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.	Not Applicable	The product does not have pre-recorded audio-only or pre-recorded video-only content.
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.	Not Applicable	The product does not have pre-recorded audio-only or pre-recorded video-only content.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Not Applicable	The product does not have live video or audio content.
1.2.5 Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	Not Applicable	The product does not have pre-recorded video content.
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	Information, structure, and relationships conveyed through presentation can generally be programmatically determined or available in text. A rating of Partially Supports has been given for the following reasons: • In some cases, text that appears visually as a heading is not marked up as a heading. • In some cases, dynamically changing content is not intercepted by screen readers. • Sometimes lists are only styled as lists but not marked up as such. • Some dialogs lack a title. • Sometimes form fields lack an associated label and rely on placeholder text for labeling purposes. Sometimes layout tables do not indicate their use for presentation purposes.
1.3.2 Meaningful Sequence (Level A)	Supports	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
When the sequence in which content is presented affects its meaning, a correct reading sequence 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	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components, such as size, visual location, orientation, or sound.
1.3.4 Orientation (Level AA – WCAG 2.1 only) 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	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. However, please note the following: • When changing the browser size or orientation, some content may become unavailable.
1.3.5 Identify Input Purpose (Level AA – WCAG 2.1 only) The purpose of each input field collecting information about the user can be programmatically determined when: • 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.	Partially Supports	The meaning of each input field collecting information about the user can generally be programmatically determined. However, a rating of Partially Supports has been given for the following reasons: • In rare instances, common input fields lack a way to communicate purpose.
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	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components, such as size, visual location, orientation, or sound. A rating of Partially Supports has been given for the following reasons:

Criteria	Conformance Level	Remarks and Explanations
		• Many charts use color as the only means of differentiating between different types of data. In some instances, the currently active item is only differentiated from its surrounding items by a difference in color.
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.	Not Applicable	The product does not have any audio content.
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 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.	Partially Supports	The visual presentation of text and images of text generally has a contrast ratio of at least 4.5:1 and 3:1 for large text. However, a rating of Partially Supports has been given for the following reasons: • Some text elements have insufficient color contrast.
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	Text can be resized without assistive technology up to 200 percent without loss of content or functionality for most of the product. However, a rating of Partially Supports has been given for the following reason:

Criteria	Conformance Level	Remarks and Explanations
		• In rare cases, when using the browser to enlarge the text to 200%, content becomes unavailable.
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. *Note: Logotypes (text that is part of a logo or brand name) are considered essential.*	Partially Supports	The 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, like in logotypes. However, a rating of Partially Supports has been given for the following reason: • Some graphs and charts are composed of canvas elements that contain images of text and numbers.
1.4.10 Reflow (Level AA – WCAG 2.1 only) 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 • Horizontal scrolling content at a height equivalent to 256 CSS pixels	Supports	Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions.
1.4.11 Non-text Contrast (Level AA – WCAG 2.1 only) The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s).	Partially Supports	The visual presentation of most user Interface Components have a contrast ratio of at least 3:1 against adjacent color(s). However, a rating of Partially Supports has been given for the following reason:

Criteria	Conformance Level	Remarks and Explanations
		• In some cases, active interface controls do not meet the required contrast ratio.
1.4.12 Text Spacing (Level AA – WCAG 2.1 only) 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	In content implemented using markup languages that support the following text style properties, generally no loss of content or functionality occurs by changing the text spacing. However, a rating of Partially Supports has been given for the following reason: • When attempting to override text spacing, a few content elements are cut off.
1.4.13 Content on Hover or Focus (Level AA – WCAG 2.1 only) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: • **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	Where receiving and removing pointer hover or keyboard focus triggers additional content to become visible and hidden, respectively, a mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus. If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing and the additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.

Criteria	Conformance Level	Remarks and Explanations
• **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
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. *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.* *Note 2: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.*	Partially Supports	The content within the product is operable through a keyboard interface without requiring specific timings for individual keystrokes. However, a rating of Partially Supports has been given for the following reasons: • Many interactive controls do not receive focus and are not operable with the keyboard. • In rare instances, inactive elements receive keyboard focus. • In some cases, alternative keyboard commands are not documented. • Some graphs and charts provide information during mouse hover. This same information is not available by way of keyboard only. Drag and drop functionality is not available for keyboard users.
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 generally does not have keyboard traps. However, in rare instances, focus remains in place after pressing Shift + Tab.

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A – WCAG 2.1 only) 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 • **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.	Supports	If a keyboard shortcut is implemented in content using only letter, punctuation, number, or symbol characters, then at least one of the following is true: A mechanism is available to turn the shortcut off; a mechanism is available to remap the shortcut to use one or more non-printable keyboard characters and 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	Not Applicable	The product does not have content that requires timed interactions, and the time limit for user sessions is longer than 20 hours.

Criteria	Conformance Level	Remarks and Explanations
• 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. *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.*		
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 contain moving, blinking, or scrolling content, and a mechanism is provided to pause or stop synchronized media.

Criteria	Conformance Level	Remarks and Explanations
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. *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.*	Not Applicable	The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Webpages.	Supports	A mechanism is available to bypass blocks of content that are repeated on multiple web pages.
2.4.2 Page Titled (Level A) Webpages have titles that describe topic or purpose.	Partially Supports	Web pages have titles that describe topic or purpose. A rating of Partially Supports has been given for the following reasons: • Many of the pages lack an informative 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 receive focus in an order that preserves meaning and operability. However, a rating of Partially Supports has been given for the following reasons: • Some elements are not in the logical focus order. • Sometimes the focus order is not the same as the reverse order (Shift + Tab) The focus does not remain within some of the modal dialogs.

Criteria	Conformance Level	Remarks and Explanations
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 links can be determined from the link text alone or from the link text together with its programmatically determined link context. However, a rating of Partially Supports has been given for the following reasons: • Some links have an identical accessible name.
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.	Supports	More than one way is available to locate a web page within a set of web pages, except where the web page 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	When headings and labels exist within the product, most describe the topic or purpose. However, a rating of Partially Supports has been given for the following reason: • In rare instances, buttons have labels that are no unique on the page.
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	Interactive content of the products has a visible keyboard focus indicator.
2.5.1 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	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.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 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: • **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	For functionality that can be operated using a single pointer, the down-event of the pointer is not used to execute any part of the function; completion of the function is on the up-event, and a mechanism is available to abort the function before completion.
2.5.3 Label in Name (Level A – WCAG 2.1 only) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Partially Supports	For user interface components with labels that include text or images of text, in most cases the name contains the text presented visually. However, a rating of Partially Supports has been given for the following reasons: • Some form fields lack associated labels.
2.5.4 Motion Actuation (Level A – WCAG 2.1 only) 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	Supports	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.

Criteria	Conformance Level	Remarks and Explanations
• Essential: The motion is essential for the function and doing so would invalidate the activity		

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
3.1.1 Language of Page (Level A) The default human language of each Webpage can be programmatically determined.	Supports	The default human language can be programmatically determined within the products.
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	The human language of each passage or phrase in the content can be programmatically determined.
3.2.1 On Focus (Level A) When any component receives focus, it does not initiate a change of context.	Supports	When any user interface components within the product receive focus, it does not initiate a change of context.
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	Changing the setting of most user interface components within the product does not automatically cause a change of context unless the user has been advised of the behavior before using the component.
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	Supports	Navigational mechanisms that are repeated on multiple web pages within a set of web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.

Criteria	Conformance Level	Remarks and Explanations
order each time they are repeated, unless a change is initiated by the user.		
3.2.4 Consistent Identification (Level AA) Components that have the same functionality within a set of Webpages are identified consistently.	Supports	Components that have the same functionality within 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.	Supports	If an input error is automatically detected within the product, the item that is in error is identified and the error is described to the user in text in some cases.
3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Supports	Labels or instructions are provided when content requires user input.
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	If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user within the product.

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 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.

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
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.*	Supports	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.
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. *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.*	Partially Supports	For some user interface components within the products (including, but not limited to, form elements, links, and components generated by scripts), the name and role can be programmatically determined. However, a rating of Partially Supports has been given for the following reasons: • In some cases, form fields lack programmatically associated labels. • Some dialogs lack the proper HTML structure. • In many instances, custom controls do not indicate their role or state. Some custom controls lack an accessible name.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA – WCAG 2.1 only) 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.	Supports	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 technology without receiving focus.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria

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

Chapter 5: Software

ArcGIS Web AppBuilder online edition is a web-only product, not platform software, and is not impacted by Chapter 5: Software. This section has been removed from the report.

Chapter 6: Support Documentation and Services

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 Web AppBuilder support documentation and services.

Table 8: 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.	Not Applicable	This product report is not impacted by Chapters 4 and 5.
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.	Not Applicable	Web-based electronic support documentation is available for this product.

Criteria	Conformance Level	Remarks and Explanations
603 Support Services		
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 directly to the user is available for this product, and Esri Accessibility contact information is provided in this report.