

Jamf Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Self Service Version 10.1.1

Product Description: The Jamf Self Service for macOS application allows users to browse and install configuration profiles, Mac App Store apps, and books.

Date: March 28th, 2018

Contact information: accessibility@jamf.com

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet 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. This can be used only in WCAG 2.0 Level AAA.

Applicable Standards/Guidelines: WCAG/508

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WCAG 2.0 Report

2017 508 Report

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <hr/> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.2.1 (Web)• 10.2.1 (non-web document)• 11.2.1.1 (Software)• 11.2.2.1 (Closed Functionality Software)• 11.6.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs)	<p>Supports with Exceptions</p>	<p>All images must be accompanied by text equivalents (sometimes called "alt text") or by code that indicates that the image should be ignored by assistive technology such as a screen reader. Each informative image should be labeled with text that identifies the image, or describes its function. Images that are strictly decorative or are redundant with adjacent text labels, should be hidden from assistive technology, such as screen readers.</p> <ul style="list-style-type: none">• The company logo located in the upper region of the main window does not have any text alternative associated with it, and is identified by screen readers only as "image."• Images representing the applications, printers and other objects in the Library region of the main window are not labeled, so VoiceOver identifies each one only as "image". However, since the name of each item is provided in text (positioned at the bottom edge of each image), the images themselves can be hidden from assistive technology. Users will still be able to identify the items by the visible text labels.• On each tile in the main window, the star that indicates a favorite item is identified by VoiceOver only as "image." <p>Immediate action</p> <ul style="list-style-type: none">• Provide appropriate text alternatives for all images that are used to convey information.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Hide all decorative or spacer images from assistive technology. <p>Long-term recommendations</p> <ul style="list-style-type: none"> Review all content for appropriate text alternatives. Develop a plan to ensure that all important images use text alternatives to convey information, and that decorative images are marked appropriately.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.2 (Web) 10.2.2 (non-web document) 11.2.1.2 (Software) 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	<ul style="list-style-type: none"> Audio-only and video-only material are not used in Self Service.
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.3 (Web) 10.2.3 (non-web document) 11.2.1.3 (Software) 11.2.2.3 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 	Not applicable	<p>All multimedia-- i.e., video, audio or animation clips-- must have equivalents for users who are blind, visually impaired, deaf or hard of hearing. These equivalents may be provided as synchronized captions or audio descriptions. In some cases, such as an audio-only clip, a transcript may be considered an accessible equivalent for deaf or hard-of-hearing users. Additionally, media players must be operable from the keyboard alone and by assistive technology, such as screen readers.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • Multimedia is not used in Self Service.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	<ul style="list-style-type: none"> • Multimedia is not used in Self Service.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<p>Users who are sighted can quickly and easily perceive navigational cues in applications (lists, menu and submenu indicators, tabbed interfaces, even simple paragraphs and headings) to help them understand how information is organized on the screen. These same navigational cues can be provided to users who are blind or visually impaired via structure: since assistive technology (AT) interprets digital materials by reading from the code, that technology can convey not only the content of a site, but also information about the content. Equally important is conveyance of an element or component's state: for example, if a button is selected, or if a menu expanded or collapsed. If an application has been constructed with sufficient structural markup, AT can use that markup to provide easier, efficient navigation. Learn more about the importance of using</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>structural semantics when creating accessible applications.</p> <ul style="list-style-type: none"> Some buttons in Self Service are not accurately or clearly labeled: for example, the log-in button has the label "loginButton;" the "History" button is labeled "Downloads;" the account button is labeled "accountButton." The "i" button on each tile in the main region of the Self Service window is identified by VoiceOver only as "i". Labeling it with something more descriptive, such as "Information about [item]," would provide users with enough information to identify the purpose of the button. The Accounts button cannot be opened from the keyboard alone. When focused and selected using a screen reader, the accounts menu flashes on the screen and then disappears, and then the application logs out. The search box located in the toolbar cannot be focused or operated by the keyboard alone or with a screen reader. It is not possible to move a keyboard focus indicator into the text field, and while VoiceOver will move its focus onto the search input and identify it as a text field, it is not possible to move a cursor into the input and type text. While the toolbar region is labeled with "Toolbar," making it identifiable with a screen reader, the Library panel and the main region of the window are labeled only as "table" and "collection," respectively. Modal dialogs, such as the log-in window or the overlay that appears when installing individual items from Self Service, are not identified or announced by screen readers when they appear on the screen. These modal dialogs also do not constrain the focus to stay within the window, so screen-reader users may not even be aware that they have appeared on the screen. This may make it very difficult or impossible for anyone using a screen reader to complete a process

Criteria	Conformance Level	Remarks and Explanations
		<p>within the application. Note that the keyboard focus is visible and is constrained to stay within the form fields of the log-in dialog, but the screen-reader focus, which is independent of the keyboard focus, can be moved out of the modal dialog and into the application behind. <u>Without a visible keyboard focus indicator</u> elsewhere in the application, it is impossible to determine the keyboard accessibility of other Self Service modal dialogs.</p> <p>Modal dialogs can be made more accessible to keyboard-only and screen-reader users. Although Self Service is not an HTML application, read a <u>discussion about creating accessible HTML modal windows</u> and see NCAM's <u>demonstration of an accessible modal dialog</u> to learn more. Even though Self Service is not a Web page, the principles described in these two resources will inform the creation of accessible modal dialogs in software applications.</p> <ul style="list-style-type: none"> The main region of each modal dialog that appears when installing an item from Self Service is labeled only as "contentDetailScrollViewArea," but instead should be labeled with something descriptive. Alternatively, since this container holds the name of the item being installed, the container can be labeled with the name of the item itself. <p>Immediate action</p> <ul style="list-style-type: none"> Constrain the keyboard focus to stay within modal windows or dialogs, and ensure that the contents of all modal dialogs can be read by screen readers. Ensure that screen readers or other assistive technology can access all components and elements of the application.

Criteria	Conformance Level	Remarks and Explanations
		<p>Long-term recommendations</p> <ul style="list-style-type: none"> • Develop a procedure to ensure that all components of the application are structured using correct semantics. • Use structure that conveys the state of all components, buttons and controls.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.10 (Web) 10.2.10 (non-web document) 11.2.1.10 (Software) 11.2.2.10 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	<p>For the benefit of users who have difficulty distinguishing differences in colors, avoid using color alone to convey important information. This is especially relevant when indicating that users must complete an action, give a response or distinguish one visual element from another. Without some other type of visual indicator (such as an underline or a focus ring), users with certain types of visual impairments may not be able to discern when links are in focus. WCAG 2.0 offers additional information about <u>using visual cues in addition to color</u> as well as information about the importance of <u>ensuring that information conveyed by color is also available in text.</u></p> <ul style="list-style-type: none"> The log-in button in the log-in form shows its focus as a very slight change in color, from light gray to lighter gray, a shift that is difficult to see even for users without any visual disabilities. Adding a visual indicator, such as a border around the focused button, would make the focus more obvious. In the Library panel, focus is conveyed by adding a blue background around menu items when they are selected. Adding an outline to this background would make the focus visible to everyone. In the toolbar, the focus is indicated solely by changing an item's color from white to dark blue. <p>Immediate action</p> <ul style="list-style-type: none"> Ensure that focused items or components are distinguishable through a means other than color alone. WCAG offers general information about the <u>use of color as an indicator.</u>

Criteria	Conformance Level	Remarks and Explanations
		<p>Long-term recommendations</p> <ul style="list-style-type: none"> Review all templates and pages to ensure that color is not the only means of indicating any important information. Develop a plan for ensuring that all new material cycled into the application does not convey information only through color.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.11 (Web) 10.2.11 (non-web document) 11.2.1.11 (Software) 11.2.2.11 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	<p>Automatically playing audio or video should be avoided because the audio track interferes with users' screen readers, making it very difficult to understand both the audio track and the screen reader simultaneously. WCAG provides advice on controlling audio on a Web page, as well as the importance of providing a mechanism to silence audio that plays automatically.</p> <hr/> <p>The most accessible practice is to let the user choose when to play audio or video, and not to play it automatically when the page loads.</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.15 (Web) 10.2.15 (non-web document) 11.2.1.15 (Software) 11.2.2.15 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p>	Does Not Support	<p>In applications, all actions should be achievable using multiple input modes, such as using a keyboard or a pointing device other than a mouse. This will not only benefit blind users, who rely strictly on keyboards to navigate a computer, but also users with mobility impairments or any user who cannot or prefers not to use a mouse. Additionally, authors should provide a focus indicator that is easy to see around all links and controls, and over all backgrounds. Doing so makes it easier for keyboard-only users, especially those with visual impairments, to determine when links can be selected or when form elements are active and available</p>

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<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>for input. See the WCAG 2.0 techniques document for more information about device independence.</p> <ul style="list-style-type: none"> • Nearly all of Self Service is inaccessible to keyboard-only users because most elements in the application do not show a visible keyboard focus indicator. Additionally, most (if not all) functions of the application are not available via the menus. • The buttons for Library, History and Updates show a slight focus indicator, but none of the items within each of these views can be focused or selected via the keyboard. • The Account button can be focused from the keyboard, but it cannot be activated using either the Enter key, the spacebar, or any other key command. • The Search field at the top of the main window cannot be accessed from the keyboard, nor is it available in the application menus. <p>Immediate action</p> <ul style="list-style-type: none"> • Ensure that all buttons, links and controls can be activated from the keyboard alone. • Ensure that a visible focus is available around all active elements. See section 2.4.7 for more information. <p>Long-term recommendations</p> <ul style="list-style-type: none"> • Review all areas of the application for keyboard control and visible focus. • Develop a plan for ensuring keyboard access to all areas of the application.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	<p>Could not determine</p>	<p>Because a visible focus indicator is not available in Self Service, it is not possible to determine if keyboard traps exist in the application.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	<ul style="list-style-type: none"> • Timing restrictions do not appear to be used in Self Service.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) • 11.2.2.18 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Not applicable	<p>Deploying a region of crawling, scrolling or animated text and images can be useful from a design perspective because it allows authors to fit large amounts of information into a single, compact space. However, the motion of these elements can disrupt screen readers by grabbing the virtual focus each time images or text moves into and out of the region, regardless of what portion of the page the screen reader is reading. Screen magnifiers can also lose focus when motion occurs on the screen. Additionally, the constant movement or swapping of images and text may be distracting to all</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>users, especially those with certain types of cognitive disabilities. If moving content of any kind is present on a page, ensure that users have a way to <u>display that content in a static window or that the content can be paused and restarted manually.</u></p> <hr/> <ul style="list-style-type: none"> • Automatic animation is not used in Self Service.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	<ul style="list-style-type: none"> • Flashing content is not used in Self Service.
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508	Exempt	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<p>All screens or pages should be clearly identified or labeled (e.g., in HTML, with a title element) that briefly identifies or describes the purpose of each screen/page. Read more about the importance of including descriptive titles as well as the importance of identifying a page's relationship within the context of a Web site.</p> <ul style="list-style-type: none"> • The main Self Service window can be identified by assistive technology such as a screen reader, but the modal dialogs that appear when installing an item are not labeled and so cannot be identified by assistive technology.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<ul style="list-style-type: none"> • When using VoiceOver, the navigation order is logical and sequential. • It is not possible to determine a navigation sequence when using the keyboard alone because most of the application lacks a visible focus indicator. See section 2.4.7 for details.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports with Exceptions</p>	<ul style="list-style-type: none"> • A few installation dialogs contain "click here" links for instructions or more information about an application or other item. □ Similarly, a few installation dialogs contain URLs as links for more information about a particular application or set of features. <p>Immediate action</p> <ul style="list-style-type: none"> • Remove "click here," "click," URLs, etc., from link structures. • Rewrite links so that they convey meaning when read out of context. <p>Long-term recommendations</p> <ul style="list-style-type: none"> • Ensure all linked elements are worded or identified clearly, and provide keyboard control and visible focus.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Could not determine</p>	

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Could not determine	<ul style="list-style-type: none"> • Because there is no visible focus indicator, it is not possible to determine if focusing on a component causes a change of context.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) 	Does not support	<p>Screen readers must be alerted when form-submission errors are shown on the screen. See a tutorial about accessible form validation for more information.</p> <ul style="list-style-type: none"> • Errors in the log-in form are identified visually, but screen readers are not alerted when the error messages appear on the screen. (It

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>appears that the log-in form is the only form in the application.)</p> <p>Immediate action</p> <ul style="list-style-type: none"> • Ensure that any other special instructions for filling out forms or fixing form errors are conveyed to screen-reader users. Learn more about conveying form errors to users, including the use of inline feedback. • Test all form controls, including activation buttons, to ensure that they can be operated solely from the keyboard and with assistive technology. <p>Long-term recommendations</p> <ul style="list-style-type: none"> • Review all templates, pages and content for accessible error messages. • Develop an operating procedure that verifies the accuracy and accessibility of methods of conveying form errors. • Ensure that all new material cycled into the site follows this procedure for ensuring accessible forms.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply <ul style="list-style-type: none"> • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p>	Partially supports	<p>All form elements must be explicitly labeled so users of assistive technology will know what the elements are for, and what information to enter into the forms. See the Accessibility Programming Guide for OS X for information on labeling elements in an accessible manner. For general information about the importance of accessible labels, see WCAG 2.0 guidance on using the label element to associate text labels with form</p> <p>controls. See examples of simple accessible form markup, and read a tutorial about accessible forms.</p> <ul style="list-style-type: none"> • The text inputs on the log-in screen are labeled only with placeholder text. When using placeholder text, always include an explicit label

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>that will remain visible when users are editing the field. Read more about the use of placeholder text.</p> <p>Immediate action</p> <ul style="list-style-type: none"> • Add appropriate semantics to all forms to ensure that assistive technology can clearly and accurately identify all elements to users. • Test all form controls, including activation buttons, to ensure that they can be operated solely from the keyboard. • Ensure that any special instructions for filling out forms or fixing form errors are conveyed to AT users. <p>Long-term recommendations</p> <ul style="list-style-type: none"> • Review all templates and content for accessible form markup. • Develop an operating procedure that verifies the accuracy and accessibility of all form elements, including the accessibility of form errors. • Ensure that all new material cycled into the application follows this procedure for ensuring accessible forms.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	