VMware Accessibility Conformance Report

International Edition

Based on VPAT® Version 2.4

Name of Product/Version: Horizon Enterprise, Version 8.1.

Report Date: October 19th, 2020

Product Description: VMware Horizon Enterprise Desktop and application delivery with closed-loop management and automation.

Clarity Disclaimer: Horizon Cloud Service was built using Clarity 3 and Angular 9. Please refer to the Clarity VPAT and Google AngularJS for more accessibility details.

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Notes: NA

Evaluation Methods Used: Testing of Enterprise involved 287 scenarios from 228 workflows requiring extensive use of leading assistive technology, such as screen readers (NVDA, version: 2020.1 & VoiceOver), and the keyboard as well.

The following tools and assistive technologies were used:

- Manual testing with Safari and VoiceOver running on the macOS operating system.
- Manual testing with Firefox and NVDA running on Windows operating system.
- Using magnification on Chrome.

Accessibility testers performed the test using accessibility browser extensions, code inspection, and color contrast checkers keeping WCAG 2.1 guidelines in mind.

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Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	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 published January 18, 2017, and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(Yes)

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.
- **Partially Supports**: 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 2.1 Level AAA.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Software: Partially Supports	Web: Horizon Enterprise provides equivalent text alternatives for the all non-text contents. Software: Horizon Enterprise provides equivalent text alternatives for most non-text contents. Some example cases where the criteria not met: • On the Horizon Client (CART) for Windows – Internet Protocol dialog, the screen reader does not announce name of the image. • On the Horizon Client (CART) for Windows – Login dialog, the screen reader does not announce name of the image.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Enterprise does not contain prerecorded Audio-only and Video-only content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software)	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Enterprise does not contain any synchronized media with prerecorded audio content requiring captions.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Enterprise does not contain any time based media or synchronized media with pre-recorded video content.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Partially Supports Software: Partially Supports	Web and Software: Horizon Enterprise conveys information and relationships for most UI elements programmatically. Some example cases where the criteria not met: • On the HTML5 (Leo) - Global Administrator View page, table headers are not mapped with columns. • On the HTML Web Client – Login dialog, some related list items are not grouped. • On the Horizon Client (CART) for Windows – Customize installation wizard, the screen reader announces incorrect information after activating "information bubble".

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		• On the Horizon Client (CART) for MAC – Login window, screen reader and keyboard focus are not in sync.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Software: Partially Supports	Web: In Horizon Enterprise, the reading sequence can be correctly determined by the screen readers listed in the "Evaluation Methods Used". Software: In Horizon Enterprise, the reading sequence cannot be correctly determined by the screen readers listed in the "Evaluation Methods Used", except for couple of instances. • On the Horizon Client (CART) for Windows – New Server page, screen reader's focus does not move on 'https://horizon.testdrive.vmware.com' text along with the 'Server image'. • On the Horizon Client (CART) for Windows – About VMware Horizon Client dialog, reading sequence is not determined correctly.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Software: Supports	Web: Horizon Enterprise does not rely solely on sensory characteristics for understanding or operating most contents, except for one instance. • On the Add Desktop Entitlement page, tooltip is not present for pagination link icons. Software: Horizon Enterprise does not rely solely on sensory characteristics for understanding or operating contents.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Software: Partially Supports	Web and Software: In Horizon Enterprise, color is not used as the sole means of conveying information on most pages, except for couple of instances. • On the HTML Web Client – Home Page, color is the only means to distinguish links. • On the Horizon Client (CART) for Windows – Installation wizard, color is the only means to distinguish "Privacy agreement", "License Terms" and "Customize installation" links.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Enterprise does not contain any audio that plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool)	Web: Partially Supports Software: Partially Supports	Web and Software: Horizon Enterprise supports keyboard operations for interactive elements on most pages. Some example cases where the criteria not met: • On the HTML5 (Leo) – Cloud Pod Architecture page, table headers cannot be reached by keyboard.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		• On the HTML Web Client – Login page, "Advanced Settings" button cannot be reached by keyboard. • On the Horizon Client (CART) for Windows – New Server page, the "New server" and "Hamburger" controls cannot be reached by keyboard. • On the Horizon Client (CART) for MAC – Menu Bar, menu items cannot be reached by keyboard.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Software: Supports	Web and Software: In Horizon Enterprise, the user's keyboard focus does not get trapped at any point.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Enterprise does not contain Character Key Shortcuts.

Criteria	Conformance Level	Remarks and Explanations

2.2.1 Timing Adjustable (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.2.1 (Web)
   • 10.2.2.1 (Non-web document)
   • 11.2.2.1 (Open Functionality Software)
   • 11.2.2.1 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Not Applicable
	Software: Not Applicable
		Web and Software: Horizon Enterprise does not provide an option to adjust the time out limit to users.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.2.2 (Web)
   • 10.2.2.2 (Non-web document)
   • 11.2.2.2 (Open Functionality Software)
   • 11.2.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Not Applicable
	Software: Not Applicable
		Web and Software: Horizon Enterprise does not contain any content that requires users to trigger the pause, stop, hide option.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.3.1 (Web)
   • 10.2.3.1 (Non-web document)
   • 11.2.3.1 (Open Functionality Software)
   • 11.2.3.1(Closed Software)
   • 11.8.2 (Authoring Tool)
	Web: Not Applicable
	Software: Not Applicable
		Web and Software: Horizon Enterprise provides no content that flashes more than three times in one second or below thresholds.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	Web: Supports Software: Not Applicable	Web: Horizon Enterprise provides a way to bypass blocks of content where necessary by providing a skip navigation link. Software: In Horizon Enterprise, no content is repeated on different windows.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Software: Supports	Web and Software: Horizon Enterprise provides page title to describe its purpose.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Software: Partially Supports	Web and Software: In Horizon Enterprise, the focus order is sequential & meaningful on most pages. Some example cases where the criteria not met: • On the HTML5 (Leo) – Add Application Pool page, the keyboard focus moves on hidden element after "Close" button. • On the HTML Web Client – Advanced Settings page, the focus order is illogical as it does not start from toggle button. • On the HZ Server Installer – Installation Wizard, Focus order is not logical after the 'Select the type of Horizon Connection' list item. • On the Horizon Client (CART) for Windows– About VMware Horizon Client dialog, focus moves on non- interactive elements.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Software: Supports	Web and Software: Horizon Enterprise contains links that describe their purpose.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software)	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Enterprise does not use pointer gestures.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Software: Supports	Web and Software: Horizon Enterprise supports pointer cancellation and no down-event.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3 (Open Functionality Software) • 11.2.5.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Software: Supports	Web and Software: In Horizon Enterprise, accessible names of user interface controls that match their visual labels are used.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software • 11.8.2 (Authoring Tool)	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Enterprise does not contain functionality that require device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Software: Supports	Web and Software: In Horizon Enterprise, primary language is defined programmatically that can be determined by the screen reader listed in the "Evaluation Method Used".
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Software: Partially Supports	Web and Software: In Horizon Enterprise, UI components on receiving focus do not initiate any change of context on most pages, except for a couple of instances. • On the HTML5 (Leo) – Add Desktop Entitlement – Domain page, 'Entire Directory' combo box's list item gets selected automatically on receiving focus. • On Horizon Client (CART) for Windows– New Server page, the 'Hamburger' menu gets closed automatically when selecting any list item.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web)	Web: Supports Software: Supports	Web and Software: Horizon Enterprise provides components that do not initiate a change of context automatically while taking user inputs.

Criteria	Conformance Level	Remarks and Explanations
10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
[3.3.1 Error Identification](#) (Level A) Also applies to: EN 301 549 Criteria 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does not Support Software: Partially Supports	Web: In Horizon Enterprise, error messages are not identified by screen readers listed in the "Evaluation Method Used". Software: In Horizon Enterprise, error messages are identified by screen readers listed in the "Evaluation Method Used", except for one instance: On the Horizon Agent – Register with Horizon Connection Server wizard, error message is not provided for required field after activating 'Next' button.
[3.3.2 Labels or Instructions](#) (Level A) Also applies to: EN 301 549 Criteria 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software)	Web: Partially Supports Software: Partially Supports	Web and Software: Horizon Enterprise contains form fields with programmatically defined labels or instructions on most pages. Some example cases where the criteria not met: - On the HTML5 (Leo) – Add Desktop Entitlement page, label is not defined for checkboxes present in first column of table. - On the HTML5 (Leo) – View Machine page, label is not defined for checkboxes present in first column of table.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		• On the Horizon Client (CART) for Windows – Customize installation wizard, labels are not announced by the screen reader with their respective form field.

4.1.1 Parsing (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.4.1.1 (Web)
    • 10.4.1.1 (Non-web document)
    • 11.4.1.1.1 (Open Functionality Software)
    • 11.4.1.1.2 (Closed Software) – Does not apply
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: Supports
	Software: Supports
		Web and Software: In Horizon Enterprise, markup can be interpreted and parsed by assistive technologies.

4.1.2 Name, Role, Value (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.4.1.2 (Web)
    • 10.4.1.2 (Non-web document)
    • 11.4.1.2.1 (Open Functionality Software)
    • 11.4.1.2.2 (Closed Software) – Not required
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: Partially Supports
	Software: Partially Supports
		Web and Software: In Horizon Enterprise, name, role, value is defined for most UI elements programmatically.
		Some example cases where the criteria not met:
		• On the HTML5 (Leo) – Events page, the name, is not defined for "Previous" button.
		• On the HTML5 (Leo) – Schedule Push Image page, the role and state is not defined for the 'Calendar' button.
		• On the Horizon Client (CART) for Windows – Installation wizard, screen reader does not announce the name of "Privacy agreement", "License Terms" and "Customize installation" links.
		• On the Horizon Client (CART) – Customize installation wizard, screen reader does not

Criteria	Conformance Level	Remarks and Explanations
		announce the name of 'Information' icon button.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Enterprise does not contain any synchronized media with live audio content requiring captions.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Enterprise does not contain any synchronized media with prerecorded video content.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs		
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Enterprise does not support mobile devices.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5 (Open Functionality Software) • 11.1.3.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Software: Not Applicable	Web: Horizon Enterprise contains forms that do not programmatically define the purpose of input fields. Software: Horizon Enterprise does not contain web pages.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Web: Partially Supports Software: Partially Supports	Web and Software: Horizon Enterprise contains text with a minimum contrast ratio of 4.5:1 on most pages. Some example cases where the criteria not met: • On the HTML Web Client – Home page, the contrast ratio for placeholder text of "Search" is 2.9:1 less than 4.5:1. • On the HTML Web Client – Home page, the contrast ratio is less than 4.5:1 for "To see the full list of VMware Horizon Clients, click here" text.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		- On the Horizon Client (CART) for Windows – Installation wizard, the contrast ratio is less than 4.5:1 for "Privacy agreement", "License Terms" and "Customize installation" links. - On the Horizon Client (CART) for MAC – Login page,, the contrast ratio is less than 4.5:1 for error message "Unknown user name or bad password".
[1.4.4 Resize text](#) (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Software: Supports	Web: Horizon Enterprise contains text that cannot be resized up to 200 percent without loss of content or functionality, except for one instance. On the HTML5 (Leo) – Dashboard page, Contents are getting cropped after resizing the page up to 200 percent. Software: Horizon Enterprise contains text that can be resized up to 200 percent without loss of content or functionality on pages.
[1.4.5 Images of Text](#) (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Supports Software: Supports	Web and Software: In Horizon Enterprise, provides information using plain text rather than images of text.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10.1 (Open Functionality Software) • 11.1.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Does Not Support Software: Supports	Web: Horizon Enterprise contains contents that does not reflow correctly on all the pages. Software: Horizon Enterprise contains contents that reflows correctly on all the pages.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports Software: Partially Supports	Web and Software: Horizon Enterprise contains non-text contents with minimum contrast ratio of 3:1 on most pages. Some example cases where the criteria not met: • On the HTML Web Client – Home page, contrast ratio is less than 3:1 for "Show Favorites" and "Show Menu...." icons. • On the HTML Web Client – Home page, Contrast ratio is less than 3:1 for visual boundary of "Search" form field. • On the Horizon Client (CART) for MAC – Login dialog, the contrast ratio is less than 3:1 for visual boundary of "Disconnect", "Favourites" and "Settings" buttons. • On the Horizon Client (CART) for Windows – VMware Horizon Installation wizard, the contrast ratio is 3:1 for visual boundary of buttons, check boxes, and radio buttons.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document)	Web: Supports Software: Not Applicable	Web: In Horizon Enterprise, when text spacing styles are applied, content and functionality on some pages are available appropriately.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		Software: Horizon Enterprise does not contain web pages.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Software: Not Applicable	Web: Horizon Enterprise provides a mechanism to dismiss the additional content on hover using the ESC key, without moving the pointer or keyboard focus. Software: In Horizon Enterprise, pointer hover or keyboard focus does not trigger any additional content.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	Web: Supports Software: Supports	Web and Software: Horizon Enterprise provides multiple ways to locate the required content.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web)	Web: Supports Software: Partially Supports	Web: Horizon Enterprise provides headings and labels to describe a topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
• 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Software: Horizon Enterprise provides headings and labels to describe a topic or purpose, except for one instance. • On the Horizon Client (CART) for Windows – Customize Installation wizard, the 'Where to install', 'Internet protocol' text are not announced as heading by screen reader.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Software: Supports	Web: Horizon Enterprise provides a visible keyboard focus indicator for the interactive elements on most pages. Some example cases where the criteria not met: • On the HTML5 (Leo) – Add Desktop Entitlement page, focus is not properly visible on elements present in left navigation pane. • On HTML Web Client – Advanced Settings page, focus indicator is not visible on the "Close" button. Software: Horizon Enterprise provides a visible keyboard focus indicator for all the interactive elements.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Enterprise does not contain content in a secondary language.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
[3.2.3 Consistent Navigation](#) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	Web: Supports Software: Supports	Web and Software: Horizon Enterprise provides a consistent navigation mechanisms for all the pages.
[3.2.4 Consistent Identification](#) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web doc	Web: Supports Software: Supports	Web and Software: Horizon Enterprise identifies same elements consistently on all the pages.
[3.3.3 Error Suggestion](#) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web)	Web: Supports Software: Supports	Web and Software: Horizon Enterprise provides descriptive error suggestions for the form fields.

Criteria	Conformance Level	Remarks and Explanations
• 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Software: Not Applicable	Web and Software: Horizon Enterprise does not contain forms that cause legal commitments or financial transactions.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) – Does not apply • 11.4.1.3 (Open Functionality Software) – Does not apply • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports Software: Partially Supports	Web and Software: Horizon Enterprise provides status messages that can be determined by the assistive technologies on most pages, except for a couple of instances. • On HTML5 (Leo) – Add Home Site Assignment page, screen reader does not announce status message. • On the Horizon Client (CART) for Windows – Customize Installation wizard, the screen reader does not announce status message (say,

Criteria	Conformance Level	Remarks and Explanations
		"Applying", "Caching" and "Installing VMware Horizon client").

Table 3: Success Criteria, Level AAA

Notes: AAA Criteria are not evaluated in this report

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Horizon Enterprise features allow people with vision loss to use the screen readers identified in "Evaluation Methods Used." Some components misidentify component name, role, and state as disclosed in Table 1: 1.1.1, 1.3.1, 1.3.2, 2.1.1, 3.3.1, 3.3.2, and 4.1.2, and Table 2: 2.4.6, and 4.1.3.
302.2 With Limited Vision	Partially Supports	Horizon Enterprise features allow people with limited vision to access most of the interface elements. Some challenges may occur while accessing the application as disclosed in Table 1: 1.4.1 and Table 2: 1.4.3, 1.4.4, 1.4.10, 1.4.11, and 2.4.7.
302.3 Without Perception of Color	Partially Supports	Horizon Enterprise features allow people without perception of color to access most of the content and functionality of the application. A few challenges of color

Criteria	Conformance Level	Remarks and Explanations
		alone used as the sole means to distinguish links and convey important information are found as disclosed in Table 1: 1.4.1 and Table 2: 1.4.3 and 1.4.11.
302.4 Without Hearing	Not Applicable	Horizon Enterprise has no operation that requires the user to hear.
302.5 With Limited Hearing	Not Applicable	Horizon Enterprise has no operation that requires the user to hear.
302.6 Without Speech	Supports	Horizon Enterprise features allow people without speech to access the application as controls do not require speech input.
302.7 With Limited Manipulation	Partially Supports	Horizon Enterprise features can be operated by people with limited manipulation. A few challenges may occur while accessing the application as disclosed in Table 1: 2.1.1, 2.4.3, and 3.2.1, and Table 2: 2.4.7.
302.8 With Limited Reach and Strength	Partially Supports	Horizon Enterprise can be operated by people with limited reach and limited strength. A few challenges may occur while accessing the application as disclosed in Table 1: 2.1.1, 2.4.3, and 3.2.1, and Table 2: 2.4.7.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Horizon Enterprise features can be operated by people with limited language, cognitive, and learning abilities. A few challenges may occur while accessing the application as disclosed in Table 1: 3.3.2, and Table 2: 2.4.6.

Chapter 4: Hardware

Notes: Not Applicable.

Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.1 AA	See [WCAG 2.1](#) section	See information in WCAG 2.1 section
[502 Interoperability with Assistive Technology](#)	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Horizon Enterprise is not a platform software.
502.2.2 No Disruption of Accessibility Features	Not Applicable	Horizon Enterprise is not a platform software.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Horizon Enterprise is not a platform software.
502.3.2 Modification of Object Information	Not Applicable	Horizon Enterprise is not a platform software.
502.3.3 Row, Column, and Headers	Not Applicable	Horizon Enterprise is not a platform software.
502.3.4 Values	Not Applicable	Horizon Enterprise is not a platform software.
502.3.5 Modification of Values	Not Applicable	Horizon Enterprise is not a platform software.
502.3.6 Label Relationships	Not Applicable	Horizon Enterprise is not a platform software.
502.3.7 Hierarchical Relationships	Not Applicable	Horizon Enterprise is not a platform software.
502.3.8 Text	Not Applicable	Horizon Enterprise is not a platform software.
502.3.9 Modification of Text	Not Applicable	Horizon Enterprise is not a platform software.
502.3.10 List of Actions	Not Applicable	Horizon Enterprise is not a platform software.
502.3.11 Actions on Objects	Not Applicable	Horizon Enterprise is not a platform software.
502.3.12 Focus Cursor	Not Applicable	Horizon Enterprise is not a platform software.
502.3.13 Modification of Focus Cursor	Not Applicable	Horizon Enterprise is not a platform software.
502.3.14 Event Notification	Not Applicable	Horizon Enterprise is not a platform software.

502.4 Platform Accessibility Features	Not Applicable	Horizon Enterprise is not a platform software
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Horizon Enterprise does not contain any synchronized media.
503.3 Alternative User Interfaces	Not Applicable	Horizon Enterprise does not contain any synchronized media.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Horizon Enterprise does not contain any synchronized media.
503.4.2 Audio Description Controls	Not Applicable	Horizon Enterprise does not contain any synchronized media
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not Applicable	Horizon Enterprise is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Horizon Enterprise is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Horizon Enterprise is not an authoring tool.
504.3 Prompts	Not Applicable	Horizon Enterprise is not an authoring tool.
504.4 Templates	Not Applicable	Horizon Enterprise is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes: Not Applicable

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Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Horizon Enterprise features allow people with vision loss to use the screen readers identified in "Evaluation Methods Used." Some components misidentify component name, role, and state as disclosed in Table 1: 1.1.1, 1.3.1, 1.3.2, 2.1.1, 3.3.1, 3.3.2, and 4.1.2, and Table 2: 2.4.6, and 4.1.3.
4.2.2 Usage with limited vision	Partially Supports	Horizon Enterprise features allow people with limited vision to access most of the interface elements. Some challenges may occur while accessing the application as disclosed in Table 1: 1.4.1 and Table 2: 1.4.3, 1.4.4, 1.4.10, 1.4.11, and 2.4.7.
4.2.3 Usage without perception of color	Partially Supports	Horizon Enterprise features allow people without perception of color to access most of the content and functionality of the application. A few challenges of color alone used as the sole means to distinguish links and convey important information are found as disclosed in Table 1: 1.4.1 and Table 2: 1.4.3 and 1.4.11.
4.2.4 Usage without hearing	Not Applicable	Horizon Enterprise has no operation that requires the user to hear.
4.2.5 Usage with limited hearing	Not Applicable	Horizon Enterprise has no operation that requires the user to hear.
4.2.6 Usage with no or limited vocal capability	Supports	Horizon Enterprise features allow people with no or limited vocal capabilities to access the application as controls do not require speech input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Horizon Enterprise features can be operated by people with limited

Criteria	Conformance Level	Remarks and Explanations
		manipulation or strength. A few challenges may occur while accessing the application as disclosed in Table 1: 2.1.1, 2.4.3, and 3.2.1, and Table 2: 2.4.7.
4.2.8 Usage with limited reach	Partially Supports	Horizon Enterprise features can be operated by people with limited reach. Few challenges may occur while accessing the application as disclosed in Table 1: 2.1.1, 2.4.3, and 3.2.1, and Table 2: 2.4.7.
4.2.9 Minimize photosensitive seizure triggers	Supports	Horizon Enterprise does not contain any content that triggers photosensitive seizures in the application.
4.2.10 Usage with limited cognition, language, or learning	Partially Supports	Horizon Enterprise features can be operated by people with limited language, cognitive, and learning abilities. A few challenges may occur while accessing the application as disclosed in Table 1: 3.3.2, and Table 2: 2.4.6.
4.2.11 Privacy	Not Applicable	Horizon Enterprise does not contain privacy related feature provided for accessibility.

Chapter 5: Generic Requirements

Notes: Horizon Enterprise supports standard assistive technologies and is, therefore, not subject to the Closed Functionality criteria described in this Chapter.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Chapter 7: ICT with Video Capabilities

Notes: Not Applicable

Chapter 8: Hardware

Notes: Not Applicable

Chapter 9: Web

Notes: Refer to the previously identified remarks and details for WCAG 2.1 already provided in this VPAT.

Chapter 10: Non-Web Software

Notes: Refer to the previously identified remarks and details for WCAG 2.1 already provided in this VPAT.

Chapter 11: Software

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.1 section	See information in WCAG 2.1 section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.3 through 11.5.2.17	See information in 11.5.2.3 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.3 through 11.5.2.17	See information in 11.5.2.3 through 11.5.2.17
11.5.2.3 Use of accessibility services	Supports	Horizon Enterprise supports the accessibility services provided by Windows Server, including NVDA, screen magnifier, high contrast theme, etc.
11.5.2.4 Assistive technology	Not Applicable	Horizon Enterprise is not an assistive technology.
11.5.2.5 Object information	Partially Supports	Horizon Enterprise object information is determined by the screen reader listed in the "Evaluation Method Used" for most of the content. Some challenges may occur while accessing the application as disclosed in Table 1: 1.1.1, 1.3.1, 1.3.2, 2.1.1, 3.3.1,

Criteria	Conformance Level	Remarks and Explanations
		3.3.2, and 4.1.2, and Table 2: 2.4.6, and 4.1.3.
11.5.2.6 Row, column, and headers	Does not Support	In Horizon Enterprise, column headers are not determined by the screen reader listed in the "Evaluation Method Used" as disclosed in Table 1: 1.3.1.
11.5.2.7 Values	Partially Supports	In Horizon Enterprise, the values associated with objects are available to users on most of the windows that can be determined by screen reader listed in the "Evaluation Method Used". Some challenges may occur while accessing the application as disclosed in Table 1: 4.1.2.
11.5.2.8 Label relationships	Partially Supports	Horizon Enterprise provides labels that can be determined by the screen reader listed in the "Evaluation Method Used" for most of the forms. Some challenges may occur while accessing the application as disclosed in Table 1: 1.3.1 and 3.3.2.
11.5.2.9 Parent-child relationships	Supports	Horizon Enterprise provides parent-child relationships that can be determined by the screen reader listed in the "Evaluation Method Used".
11.5.2.10 Text	Supports	Horizon Enterprise presents text objects, text attributes, and the boundary of text that can be determined by the screen reader listed in the "Evaluation Method Used".
11.5.2.11 List of available actions	Supports	Horizon Enterprise allows the users to execute the supported actions of UI elements.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.12 Execution of available actions	Supports	Horizon Enterprise permits the assistive technologies to execute actions on objects.
11.5.2.13 Tracking of focus and selection attributes	Supports	Horizon Enterprise shows a text insertion point when user input is required and has visible focus.
11.5.2.14 Modification of focus and selection attributes	Supports	Horizon Enterprise, the focus can be tracked and moved among interactive UI elements as the input focus changes.
11.5.2.15 Change notification	Does Not Support	Horizon Enterprise, a change of notifications are not notified by the assistive technologies as disclosed in Table 2: 4.1.3.
11.5.2.16 Modifications of states and properties	Supports	Horizon Enterprise allows users to modify the state and properties of UI elements that can be determined by the assistive technologies.
11.5.2.17 Modifications of values and text	Supports	Horizon Enterprise allows users to modify values and text using assistive technologies.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	Horizon Enterprise is not a platform software.
11.6.2 No disruption of accessibility features	Supports	Horizon Enterprise does not disrupt platform accessibility features.
11.7 User preferences	Supports	Horizon Enterprise permits user preferences from platform settings.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable	Horizon Enterprise is not an authoring tool.
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Horizon Enterprise is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
11.8.4 Repair assistance	Not Applicable	Horizon Enterprise is not an authoring tool.
11.8.5 Templates	Not Applicable	Horizon Enterprise is not an authoring tool.

Chapter [12: Documentation and Support Services](#)

Notes: Not Applicable

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Not Applicable

Legal Disclaimer (Company)

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E202.2 Legacy ICT. Any component or portion of existing ICT that complies with an earlier standard issued pursuant to Section 508 of the Rehabilitation Act of 1973, as amended (as republished in Appendix D), and that has not been altered on or after January 18, 2018, shall not be required to be modified to conform to the Revised 508 Standards.

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