Esri Accessibility Conformance Report
ArcGIS Indoors Viewer

Report Date: JULY 5, 2022

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Esri Accessibility Conformance Report

Product Information

Product Name/Version: ArcGIS Indoors Viewer (March 2022)

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

Product Release Date: March 22, 2022

Report Date: July 5, 2022

Product Description: ArcGIS Indoors enables your organization to build an indoor geographic information system (GIS) and put the power of indoor mapping, wayfinding, and space management software into everyone's hands.

Indoor Viewer allows you to find a location or resource within a building or a site that includes several buildings. From the Viewer app you can view detailed information about features, route between features, book meeting rooms or office hotels, call or email occupants, and launch apps such as ArcGIS Survey123 to log issues or configure work orders.

Notes: The scope of this accessibility evaluation of ArcGIS Indoors is limited to the functionality of the Indoors Viewer. It does not include ArcGIS Indoors for Pro, Indoors Kiosk, Indoors Space Planner, Indoors Mobile, or other Esri apps.

This product does not contain any prerecorded or live audio-only and video-only content.

Evaluation Methods Used: Testing ArcGIS Indoors Viewer involved a combination of manual and functional testing on desktop. The product was tested by certified accessibility professionals on a selection of the application representative of ArcGIS Indoors Online using, among other methodology, the screen readers JAWS 2022, exclusive use of the keyboard, and manual inspection of code. Functional testing of typical user workflows was also conducted.

Additional testing was conducted by Esri internal on ArcGIS Indoors Online using multiple browsers and assistive technologies including NVDA screen reader, keyboard, magnifier, color filters, and high contrast.

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)
EN 301 549 V3.1.1	(Yes)

Table 2: Record of Changes

Version	Date	Description of Changes
1.0	07/05/2022	Evaluation results and explanations updated by testing vendor (initial version)
2.0	07/20/2022	Updated to 2.4 VPAT® template and Esri ACR format
2.1	09/15/2022	Evaluation results and explanations updated by certified accessibility professionals and Esri internal.

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. This applies to the majority of ArcGIS software, services, and solutions.

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 Guidelines (WCAG) Report

WCAG Principle 1: Perceivable

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

Table 4: WCAG Principle 1 Success Criteria - Perceivable

Criteria	Conformance Level	Remarks and Explanations
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	Partially Supports	Most non-text content that is presented to the user has a text alternative that serves the equivalent purpose. However, a rating of Partially Supports has been given for the following reasons: • Some icons lack a text alternative

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.	Supports	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.	Supports	The product does not contain prerecorded content requiring synchronized captions.
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.	Supports	The product does not contain prerecorded content requiring synchronized audio description.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Supports	The product does not contain 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.	Supports	This product does not contain prerecorded audio-only or video-only 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: • Some icons lack a text alternative. • Some headings and lists only visually convey their roles. • Some form inputs lack a visible, unique, and programmatically associated label. • Some controls do have their role or state programmatically available, or the title attribute has been used, which is no longer well supported. • Some ARIA has not been fully implemented or has been implemented incorrectly. • A layout table has semantic headers.
1.3.2 Meaningful Sequence (Level A)	Supports	The product contains pages whose programmatic reading order matches the visual and logical order.

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) 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	The product does not restrict display orientation.
1.3.5 Identify Input Purpose (Level AA – WCAG 2.1) 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.	Supports	Admin users input information about the various projects but do not submit any information about themselves beyond username and password. Non-admin users do not input any personal information.
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.	Supports	Functions of the product do not convey information through color alone.

Criteria	Conformance Level	Remarks and Explanations
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.	Supports	The product does not contain any audio component that plays automatically for more than 3 seconds.
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 reason(s): • Some text, icons, input borders, and focus indicators have insufficient color contrast when compared with adjacent elements.
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	The application is extremely dense and meant for the large monitor of a desktop computer which is required to run it properly. However, a rating of Partially Supports has been given for the following reason(s): • Occasionally at 200%, some text or a container element will force text overlap or be hidden off screen.

Criteria	Conformance Level	Remarks and Explanations
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.*	Supports	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, such as in logotypes.
1.4.10 Reflow (Level AA – WCAG 2.1) 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 for: • Vertical scrolling content at a width equivalent to 320 CSS pixels. • Horizontal scrolling content at a height equivalent to 256 CSS pixels.
1.4.11 Non-text Contrast (Level AA – WCAG 2.1) The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s).	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.
1.4.12 Text Spacing (Level AA – WCAG 2.1) 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:	Partially Supports	Unlike standard webpages, the nature of the application means it is intended to be used on desktop devices with above average size monitors. While custom text spacing is well supported at standard desktop viewport widths with standard size font, at lower viewport widths, when font-sizes are

Criteria	Conformance Level	Remarks and Explanations
• Line height (line spacing) to at least 1.5 times the font size		increased considerably, users may occasionally have issues when text spacing is also increased.
• 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.		
1.4.13 **Content on Hover or Focus (Level AA – WCAG 2.1)** 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 • **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.	Supports	This product does not leverage the display of content on hover or focus.

WCAG Principle 2: Operable

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

Table 5: WCAG Principle 2 Success Criteria - Operable

Criteria	Conformance Level	Remarks and Explanations
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 generally operable through a keyboard interface without requiring specific timings for individual keystrokes. However, a rating of Partially Supports has been given for the following reason(s): • Some controls are not part of the focus order. • At times, a dialog or pop-up may not receive focus when opened; or focus may not be set explicitly when closed.
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 does not contain keyboard traps.
2.1.4 Character Key Shortcuts (Level A – WCAG 2.1) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation,	Supports	The product does not provide character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
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.		
[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 • 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	Supports	Authentication is revoked when the window is closed or after a period of inactivity which meets requirements.

Criteria	Conformance Level	Remarks and Explanations
• 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, or synchronized media.
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.	Supports	The product does not contain flashing content.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Webpages.	Supports	This product's design and use aligns more closely with an application than a webpage. As such, it has menus with default hidden submenus which can be expanded or hidden as needed. Different processes will also show or hide different menu items, which limits the number of items visible at any given time.
2.4.2 Page Titled (Level A) Webpages have titles that describe topic or purpose.	Supports	The product effectively contains one page. Help or information pages linked to from inside the product have good titles.
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.	Supports	Components receive focus in an order that preserves meaning and operability throughout the application.
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.	Supports	The product contains some links, but what are present are understandable in context.
2.4.5 Multiple Ways (Level AA)	Supports	This product is a single page application whose design and use aligns more closely with an application than a webpage. As such, Multiple Ways in not applicable.

Criteria	Conformance Level	Remarks and Explanations
More than one way is available to locate a Webpage within a set of Webpages except where the Webpage is the result of, or a step in, a process.		
2.4.6 Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Partially Supports	Most content headings and labels that exist within the product are descriptive and unique. However, a rating of Partially Supports has been given for the following reason(s): • Some form fields lack unique, visible labels and some controls do not have programmatically discernable accessible names. • Some headings only visually convey their roles.
2.4.7 Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Partially Supports	In general, focus indication is present and meets requirements for contrast. However, a rating of Partially Supports has been given for the following reason(s): • Infrequently, a focus indicator may not be present or may not meet contrast requirements.
2.5.1 Pointer Gestures (Level A – WCAG 2.1) 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	The product does not rely on multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A – WCAG 2.1) For functionality that can be operated using a single pointer, at least one of the following is true:	Supports	Product functions that use a single pointer are completed when the user releases the pointer.

Criteria	Conformance Level	Remarks and Explanations
• **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		
[2.5.3](#) **Label in Name (Level A – WCAG 2.1)** 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 reason(s): • Some form fields lack unique, visible labels and some controls do not have a programmatically discernable accessible name.
[2.5.4](#) **Motion Actuation (Level A – WCAG 2.1)** 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	The product does not provide functionality that can be operated by device motion or user motion.

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 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 of each web page can be programmatically determined within the product. Each page has the lang attribute on the HTML tag which sets the default language (generally 'en-us').
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	No relevant instances were found during testing.
3.2.1 On Focus (Level A) When any component receives focus, it does not initiate a change of context.	Supports	When elements 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 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	This product's design and use aligns more closely with an application than a webpage. As such, it has very little navigation. However, when present, it is

Criteria	Conformance Level	Remarks and Explanations
order each time they are repeated, unless a change is initiated by the user.		labeled consistently and found in the same area(s) of the page as expected.
3.2.4 Consistent Identification (Level AA) Components that have the same functionality within a set of Webpages are identified consistently.	Partially Supports	Generally, components that have the same functionality within a set of Web pages are identified consistently. However, a rating of Partially Supports has been given for the following reason(s): • Some elements lack a programmatically discernable name, role, and/ or state.
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	The product contains few true form fields beyond search functionality and users are alerted correctly when no results are found. When possible, suggestions are provided to the users as they enter information to ensure they enter valid queries. Beyond search, form inputs are generally of a "select" nature which ensures users will receive as few errors as possible.
3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Partially Supports	In most cases, the product provides labels and/or instructions for user input. However, a rating of Partially Supports has been given for the following reason(s): • In some instances, controls are missing their programmatically discernable and/or visible label.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) 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	The product contains few true form fields beyond search functionality and users are alerted correctly when no results are found. When possible, suggestions are provided to the users as they enter information to ensure they enter valid queries. Beyond search, form inputs are generally of a "select" nature which ensures users will receive as few errors as possible.
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, unless submissions are reversible, checked, and/or confirmed by the user.

WCAG Principle 4: Robust

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

Table 7: WCAG Principle 4 Success Criteria - Robust

Criteria	Conformance Level	Remarks and Explanations
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.*	Partially Supports	The product's various components are generally compliant with their relevant standards. However, a rating of Partially Supports has been given for items described in the following section(s): • Some elements lack a programmatically discernable name, role, and/ or state. • In some instances, duplicate ids will appear in the DOM. • Some ARIA patterns are not fully implemented or have been implemented incorrectly.
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	In general, the product has been developed using native, semantic HTML 5 elements. Where needed, ARIA has been used to ensure names, roles, and states are programmatically available. However, a rating of Partially Supports has been given for items described in the following section(s): • Some elements lack a programmatically discernable name, role, and/ or state. • Some ARIA patterns are not fully implemented or have been implemented incorrectly.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 **Status Messages (Level AA – WCAG 2.1)** 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.	Partially Supports	Status messages are generally conveyed to assistive technologies when they become visible, without stealing focus. However, a rating of Partially Supports has been given for the following reason(s): • Infrequently, changes on contrast are not conveyed programmatically to non-visual users.

Revised Section 508 Report

[Chapter 3](): Functional Performance Criteria

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.1.1 [Non-text Content (Level A)]() • 1.3.1 [Info and Relationships (Level A)]() • 2.1.1 [Keyboard (Level A)]() • 2.4.6 [Headings and Labels (Level AA)]() • 2.5.3 [Label in Name (Level A)]() • 3.2.4 [Consistent Identification (Level AA)]() • 3.3.2 [Labels or Instructions (Level A)]() • 4.1.1 [Parsing (Level A)]() • 4.1.2 [Name, Role, Value (Level A)]() • 4.1.3 [Status Messages (Level AA 2.1 only)]()
302.2 With Limited Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.1.1 [Non-text Content (Level A)]() • 1.3.1 [Info and Relationships (Level A)]() • 1.4.3 [Contrast (Minimum) (Level AA)]() • 1.4.4 [Resize Text (Level AA]())

Criteria	Conformance Level	Remarks and Explanations
		1.4.12 Text Spacing (Level AA 2.1 only) 2.1.1 Keyboard (Level A) 2.4.6 Headings and Labels (Level AA) 2.4.7 Focus Visible (Level AA) 3.2.4 Consistent Identification (Level AA) 3.3.2 Labels or Instructions (Level A)
302.3 Without Perception of Color Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: 1.4.3 Contrast (Minimum) (Level AA) 2.4.7 Focus Visible (Level AA)
302.4 Without Hearing Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	The product does not require the use of hearing.
302.5 With Limited Hearing Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	The product does not require the use of hearing.
302.6 Without Speech Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	The product does not require the use of speech.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 2.1.1 Keyboard (Level A) • 2.4.6 Headings and Labels (Level AA) • 2.4.7 Focus Visible (Level AA) • 2.5.3 Label in Name (Level A 2.1 only) • 3.2.4 Consistent Identification (Level AA) • 4.1.1 Parsing (Level A) • 4.1.2 Name, Role, Value (Level A)
302.8 With Limited Reach and Strength Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 2.1.1 Keyboard (Level A) • 2.5.3 Label in Name (Level A 2.1 only)
302.9 With Limited Language, Cognitive, and Learning Abilities ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.1.1 Non-text Content (Level A) • 1.3.1 Info and Relationships (Level A) • 2.1.1 Keyboard (Level A) • 2.4.6 Headings and Labels (Level AA) • 2.4.7 Focus Visible (Level AA) • 3.2.4 Consistent Identification (Level AA) • 3.3.2 Labels or Instructions (Level A) • 4.1.1 Parsing (Level A)

Criteria	Conformance Level	Remarks and Explanations
		• 4.1.2 Name, Role, Value (Level A)

[Chapter 4](): Hardware

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

Chapter 5: Software

ArcGIS Indoors Viewer 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

The language included in this section is based on an internal evaluation of the ArcGIS Indoors Viewer support documentation and services.

Table 9: 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.	Supports	Web-based electronic support documentation is available for this product.

Criteria	Conformance Level	Remarks and Explanations
603 Support Services		

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

EN 301 549 Report

[Chapter 4](): Functional Performance Statements (FPS)

Table 10: EN 301 549 Chapter 4 - Functional Performance Statements

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage Without Vision Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that does not require vision. This is essential for users without vision and benefits many more users in different situations.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.1.1 [Non-text Content (Level A)]() • 1.3.1 [Info and Relationships (Level A)]() • 2.1.1 [Keyboard (Level A)]() • 2.4.6 [Headings and Labels (Level AA)]() • 2.5.3 [Label in Name (Level A)]() • 3.2.4 [Consistent Identification (Level AA)]() • 3.3.2 [Labels or Instructions (Level A)]() • 4.1.1 [Parsing (Level A)]() • 4.1.2 [Name, Role, Value (Level A)]() • 4.1.3 [Status Messages (Level AA 2.1 only)]()
4.2.2 Usage With Limited Vision Where ICT provides visual modes of operation, the ICT provides features that enable users to make better use of their limited vision. This is essential for users with limited vision and benefits many more users in different situations.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.1.1 [Non-text Content (Level A)]() • 1.3.1 [Info and Relationships (Level A)]() • 1.4.3 [Contrast (Minimum) (Level AA)]() • 1.4.4 [Resize Text (Level AA]())

Criteria	Conformance Level	Remarks and Explanations
		• 1.4.12 Text Spacing (Level AA 2.1 only) • 2.1.1 Keyboard (Level A) • 2.4.6 Headings and Labels (Level AA) • 2.4.7 Focus Visible (Level AA) • 3.2.4 Consistent Identification (Level AA) • 3.3.2 Labels or Instructions (Level A)
4.2.3 Usage Without Perception of Color Where ICT provides visual modes of operation, the ICT provides a visual mode of operation that does not require user perception of color. This is essential for users with limited color perception and benefits many more users in different situations.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.4.3 Contrast (Minimum) (Level AA) • 2.4.7 Focus Visible (Level AA)
4.2.4 Usage Without Hearing Where ICT provides auditory modes of operation, the ICT provides at least one mode of operation that does not require hearing. This is essential for users without hearing and benefits many more users in different situations.	Supports	The product does not require the use of hearing.
4.2.5 Usage With Limited Hearing Where ICT provides auditory modes of operation, the ICT provides enhanced audio features. This is essential for users with limited hearing and benefits many more users in different situations.	Supports	The product does not require the use of hearing.
4.2.6 Usage With No or Limited Vocal Capacity Where ICT requires vocal input from users, the ICT provides at least one mode of operation that does not require them to generate vocal output. This is essential users with no or limited	Supports	The product is usable by those with no or limited vocal capability.

Criteria	Conformance Level	Remarks and Explanations
vocal capability and benefits many more users in different situations.		
4.2.7 Usage With Limited Manipulation or Strength Where ICT requires manual actions, the ICT provides features that enable users to make use of the ICT through alternative actions not requiring manipulation, simultaneous action or hand strength. This is essential for users with limited manipulation or strength and benefits many more users in different situations.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 2.1.1 Keyboard (Level A) • 2.4.6 Headings and Labels (Level AA) • 2.4.7 Focus Visible (Level AA) • 2.5.3 Label in Name (Level A 2.1 only) • 3.2.4 Consistent Identification (Level AA) • 4.1.1 Parsing (Level A) • 4.1.2 Name, Role, Value (Level A)
4.2.8 Usage With Limited Reach Where ICT products are free-standing or installed, all the elements required for operation will need to be within reach of all users. This is essential for users with limited reach and benefits many more users in different situations.	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 2.1.1 Keyboard (Level A) • 2.5.3 Label in Name (Level A 2.1 only)
4.2.9 Minimize Photosensitive Seizure Triggers Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that minimizes the potential for triggering photosensitive seizures. This is essential for users with photosensitive seizure triggers.	Supports	The product does not contain photosensitive seizure triggers or flashing content.
4.2.10 Usage With Limited Cognition, Language, or Learning The ICT provides features and/or presentation that makes it simpler and easier to understand, operate and use. This is	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • 1.1.1 Non-text Content (Level A)

Criteria	Conformance Level	Remarks and Explanations
essential for users with limited cognition, language or learning, and benefits many more users in different situations.		1.3.1 <u>Info and Relationships (Level A)</u> 2.1.1 <u>Keyboard (Level A)</u> 2.4.6 <u>Headings and Labels (Level AA)</u> 2.4.7 <u>Focus Visible (Level AA)</u> 3.2.4 <u>Consistent Identification (Level AA)</u> 3.3.2 <u>Labels or Instructions (Level A)</u> 4.1.1 <u>Parsing (Level A)</u> 4.1.2 <u>Name, Role, Value (Level A)</u>
4.2.11 Privacy Where ICT provides features for accessibility, the ICT maintains the privacy of users of these features at the same level as other users.	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. No spoken version of characters being mashed is available. Use of headphones is not restricted in any way.

Chapter 5: Generic Requirements

ArcGIS Indoors Viewer is not impacted by Chapter 5: Generic Requirements. This section has been removed from the report.

Chapter 6: ICT with Two-Way Voice Communication

ArcGIS Indoors Viewer is not impacted by Chapter 6: ICT with Two-Way Voice Communication. This section has been removed from the report.

Chapter 7: ICT with Video Capabilities

ArcGIS Indoors Viewer is not impacted by Chapter 7: ICT with Voice Capabilities. This section has been removed from the report.

Chapter 8: Hardware

ArcGIS Indoors Viewer is not impacted by Chapter 8: Hardware. This section has been removed from the report.

Chapter 9: Web (see WCAG section)

This section has been removed from the report.

[Chapter 10](): Non-Web Documents

ArcGIS Indoors Viewer is not impacted by Chapter 10: Non-Web Documents. This section has been removed from the report.

[Chapter 11](): Software

ArcGIS Indoors Viewer is not impacted by Chapter 11: Software. This section has been removed from the report.

Chapter 12: Documentation and Support Services

The language included in this section is based on an internal evaluation of the ArcGIS Indoors Viewer support documentation and services.

Table 11: EN 301 549 Chapter 12 - Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
12.1 Product Documentation		
12.1.1 Accessibility and Compatibility Features Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT.	Partially Supports	Web-based electronic support documentation is available for this product.
12.1.2 Accessible Documentation Product documentation provided with the ICT shall be made available in at least one of the following electronic formats: web or non-web.	Supports	Web-based electronic support documentation is available for this product.
12.2 Support Services		
12.2.2 Information on Accessibility and Compatibility Features ICT support services shall provide information on the accessibility and compatibility features that are mentioned in the product documentation.	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.
12.2.3 Effective Communication ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.

Criteria	Conformance Level	Remarks and Explanations
12.2.4 Accessible Documentation Documentation provided by support services shall be made available in at least one of the following electronic formats: web or non-web.	Supports	Web-based electronic support documentation is available for this product.