

Esri Accessibility Conformance Report

ArcGIS Online

Report Date: June 24, 2024

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Esri Accessibility Conformance Report

Product Information

Product Name/Version: ArcGIS Online

Report Template: International Edition VPAT® (based on version 2.5)

Product Release Date: February 28, 2024

Report Date: June 24, 2024

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

Notes: The scope of this accessibility evaluation of ArcGIS Online is limited to the core functionality of the organization website. It does not include Map Viewer, Scene Viewer, Notebooks, or other distinct ArcGIS software products. This product does not contain any prerecorded or live audio-only and video-only content.

Evaluation Methods Used: Testing ArcGIS Online 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 Online using, among other methodology, the screen reader JAWS 2024, exclusive use of the keyboard, and manual inspection of code. Functional testing of typical user workflows was also conducted.

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.

Legal Disclaimer

As of the testing date to which this document relates to, this document describes the Esri product's ability to support certain WCAG standards for informational purposes only, and the contents are subject to change without notice. This document does not represent a legal commitment and is provided "As-Is." Esri disclaims that any information in this document will remain accurate after such testing date. Esri monitors the accessibility of its products and provide updates from time to time. Any modification or customization to the product described herein may render some or all of this document to become inapplicable. Esri specifically disclaims any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. Esri further makes no representation concerning the ability of assistive technologies or other products to interoperate with the Esri product described herein.

Contact Information

For more information regarding general accessibility topics at Esri, visit <https://www.esri.com/en-us/accessibility/overview>, or for accessibility information regarding Esri Legal, 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.

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Applicable Standards and Guidelines

Table 1: Applicable Standards and Guidelines

Standards / Guidelines	Included In Report
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 Standards	(Yes)
EN 301 549 (V3.2.1 - 2021)	(Yes)

Record of Changes

Table 2: Record of Changes

Version	Date	Description of Changes
1.0	06/24/2024	Evaluation results and explanations updated by testing vendor (initial version).
2.0	06/25/2024	Updated to 2.5 VPAT® template and Esri ACR format.
2.1	07/09/2024	Evaluation results and explanations updated by certified accessibility professionals and Esri internal.

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. This can only be used in WCAG Level AAA criteria.

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 web pages 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. This includes guidelines for [Text Alternatives](#), [Time-based Media](#), and [Adaptable](#) and [Distinguishable](#) content.

Table 4: WCAG Principle 1 Success Criteria - Perceivable

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (WCAG 2.0) (Level A)</p> <p>All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below:</p> <ul style="list-style-type: none"> • Controls, Input • Time-Based Media • Test • Sensory • CAPTCHA • Decoration, Formatting, Invisible 	Partially Supports	<p>The product provides sufficient text alternatives for most non-text content, such as images, icons, and visual affordances, or is hidden from assistive technology. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • Meaningful images on a few pages have insufficiently descriptive textual equivalents. • Decorative images are exposed to the screen reader on a few pages. • There are image buttons with insufficiently descriptive accessible names. • There is visually hidden content that is meant to be hidden from all users is accessible by keyboard or screen reader users. • Some decorative icons have not been marked as such. • Some background image icons which convey status visually do not convey this information to AT programmatically.
<p>1.1.1 Audio-only and Video-only (Prerecorded) (Level A)</p>	Supports	<p>The product does not currently contain pre-recorded audio-only or pre-recorded video-only content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <ul style="list-style-type: none"> • 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. 		
<p>1.2.2 Captions (Prerecorded) (WCAG 2.0) (Level A)</p> <p>Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Supports	The product does not currently contain pre-recorded content requiring synchronized captions.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (WCAG 2.0) (Level A)</p> <p>An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Supports	The product does not currently contain any prerecorded video content that would require audio description or a time-based media alternative.
<p>1.2.4 Captions (Live) (WCAG 2.0) (Level AA)</p> <p>Captions are provided for all live audio content in synchronized media.</p>	Supports	The product does not currently contain live audio content.
<p>1.2.5 Audio Description (Prerecorded) (WCAG 2.0) (Level AA)</p> <p>Audio description is provided for all prerecorded video content in synchronized media.</p>	Supports	The product does not currently contain any prerecorded video content that would require audio description.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.1</u> Info and Relationships (WCAG 2.0) (Level A)</p> <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Partially Supports	<p>Most user interface elements in the product provide programmatic and/or textual information about structure and relationships. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • Some headings do not programmatically match their visual levels on the page. Examples include: "Customize default username format", "Manage lockout settings", and "Edit email address." • There is content that uses heading markup but does not function as a heading. Examples include: "Add GPS metadata fields", "Enable Z-values", "Enable M-values". • Form controls on many pages have visual labels that are not programmatically associated with the control.
<p><u>1.3.2</u> Meaningful Sequence (WCAG 2.0) (Level A)</p> <p>When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Supports	The reading order of the content matches the visual and logical order, and can be programmatically determined.
<p><u>1.3.3</u> Sensory Characteristics (WCAG 2.0) (Level A)</p> <p>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.</p>	Supports	The product provides instructions for understanding and operating content that do not rely solely on sensory characteristics.

For requirements related to color, refer to Guideline 1.4.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.4</u> Orientation (WCAG 2.1) (Level AA)</p> <p>Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p>	Supports	The product does not restrict its view and operation to a single display orientation and responds appropriately to screen orientation changes.
<p><u>1.3.5</u> Identify Input Purpose (WCAG 2.1) (Level AA)</p> <p>The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> • The input field serves a purpose identified in Input Purposes for User Interface Components; and • The content is implemented using technologies with support for identifying the expected meaning for form input data. 	Partially Supports	<p>Most input fields in the product do not collect information about the user. However, some input fields collect information about the user and do not programmatically convey their purpose. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • There are common form controls that lack a programmatic way to communicate purpose, such as an autocomplete attribute. Examples include: "First name", "Last name", and "Email address" on the "Edit Member page." • Some elements share the same accessible name.
<p><u>1.4.1</u> Use of Color (WCAG 2.0) (Level A)</p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Partially Supports	<p>Throughout most of the product, color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • There is "Invalid type" error message (Present on "User type" column) that uses color alone to visually indicate error messages. • Some errors lack a secondary visual indicator.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.2</u> Audio Control (WCAG 2.0) (Level A)</p> <p>If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	Supports	The product does not contain audio that plays automatically.
<p><u>1.4.3</u> Contrast (Minimum) (WCAG 2.0) (Level AA)</p> <p>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> • 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	<p>The product meets or exceeds minimum contrast ratios on most components containing text or images of text. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • Some texts on the “Global Search,” “Edit Member,” and “Review and fix” pages do not meet the required minimum color contrast ratio with their backgrounds. • Some text elements have insufficient color contrast when compared with its background.
<p><u>1.4.4</u> Resize text (WCAG 2.0) (Level AA)</p> <p>Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	Partially Supports	<p>Most text can be resized without assistive technology up to 200 percent without loss of content or functionality. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • There is content that disappears, overlaps, or is cut off when viewing the page at 200% browser zoom and a 1280-pixel viewport width. Pages affected include: “Edit Metadata,” “Edit Member,” “Review and fix,” and “New Member from a file” pages.
<p><u>1.4.5</u> Images of Text (WCAG 2.0) (Level AA)</p>	Supports	Text is used to convey information rather than images of text, except where a particular

Criteria	Conformance Level	Remarks and Explanations
<p>If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <ul style="list-style-type: none"> • 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 (includes logotypes). 		<p>presentation of text is essential to the information being conveyed, such as in logotypes.</p>
<p><u>1.4.10 Reflow (WCAG 2.1) (Level AA)</u></p> <p>Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for (except for parts of the content which require two-dimensional layout for usage or meaning):</p> <ul style="list-style-type: none"> • Vertical scrolling content at a width equivalent to 320 CSS pixels • Horizontal scrolling content at a height equivalent to 256 CSS pixels 	Does Not Support	<p>Throughout the product, when the viewport is reduced to 320px wide, content can only be viewed by scrolling in two dimensions. Some content also overlaps other content and functionality is impeded. A rating of Does Not Support has been given for the following reason(s):</p> <ul style="list-style-type: none"> • On the “Review and fix,” “Edit Member,” “Categorize Selected Members,” and “Edit Metadata” pages, the content disappears, overlaps, is cut off, or requires horizontal scrolling to view when the page has a viewport width of 320 CSS pixels.
<p><u>1.4.11 Non-text Contrast (WCAG 2.1) (Level AA)</u></p> <p>The visual presentation of the following has a contrast ratio of at least 3:1 against adjacent color(s).</p> <ul style="list-style-type: none"> • User Interface Components: Visual information required to identify user interface components and states (except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author). • Graphical Objects: Parts of graphics required to understand the content (except when a particular 	Partially Supports	<p>Most user interface components and meaningful graphics in the product have a contrast ratio of at least 3:1 against adjacent colors. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • There are focus indicators of interactive controls that have a contrast ratio below 3.00:1. Examples include: “Enable metadata for your organization”, “Allow to your organization's website,” and “Level-Access.maps.arcgis.com.”

Criteria	Conformance Level	Remarks and Explanations
<p>presentation of graphics is essential to the information being conveyed).</p>		<ul style="list-style-type: none"> The “X” (close) button has a contrast ratio below 3.00:1. The border of the input fields has a contrast ratio below 3.00:1 on Verification Email page. Examples include: “New Email Address”, “Re-enter Email Address”.
<p>1.4.12 Text Spacing (WCAG 2.1) (Level AA)</p> <p>In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> Line height (line spacing) to at least 1.5 times the font size. Spacing following paragraphs to at least 2 times the font size. Letter spacing (tracking) to at least 0.12 times the font size. Word spacing to at least 0.16 times the font size. 	Supports	There is no loss of content or functionality in the product when users override author specified text styles.
<p>1.4.13 Content on Hover or Focus (WCAG 2.1) (Level AA)</p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> 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. 	Partially Supports	<p>Some content in the product that is made visible via hover or focus is not dismissible, hoverable, or persistent. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> There is "Items shared with this group" tooltip that appears on hover that disappears without user initiation. There is a tooltip content that appears on hovering, obscures other content, and cannot

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"><li data-bbox="170 240 890 370">• Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing.<li data-bbox="170 391 949 490">• 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.		be dismissed without moving focus or the cursor on Security page.

WCAG Principle 2: Operable

User interface components and navigation must be operable. This includes guidelines for [Keyboard Accessibility](#), providing for [Enough Time](#) and [Seizures and Physical Reactions](#), and content that is [Navigable](#) for various [Input Modalities](#).

Table 5: WCAG Principle 2 Success Criteria - Operable

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.1 Keyboard (WCAG 2.0) (Level A)</p> <p>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>	Partially Supports	<p>Most of the basic functionality of the product can be operated through a keyboard interface. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • There is a "Choose a file" control that cannot be navigated to and operated with the keyboard alone. • The options of "User Type" combobox cannot be navigated to and operated with the keyboard alone while a screen reader is running. • Some controls are not part of the focus order. • At times, a dialog may not receive focus when opened; or focus may not be set explicitly when closed.
<p>2.1.2 No Keyboard Trap (WCAG 2.0) (Level A)</p> <p>If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>	Supports	<p>The product does not feature any content or controls that cause a keyboard trap.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.4 Character Key Shortcuts (WCAG 2.1) (Level A)</p> <p>If a keyboard shortcut is implemented in content using only letter (including upper-case and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> • Turn off: A mechanism is available to turn the shortcut off. • Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.). • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus. 	Supports	The product does not currently include any character key shortcuts implemented in content.
<p>2.2.1 Timing Adjustable (WCAG 2.0) (Level A)</p> <p>For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> • Turn off: The user is allowed to turn off the time limit before encountering it. • 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. • 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. • 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. 	Supports	The product does not currently contain content that requires time limits or timed interactions.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> Essential Exception: The time limit is essential and extending it would invalidate the activity. 20 Hour Exception: The time limit is longer than 20 hours. <p>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.</p>		
<p><u>2.2.2</u> Pause, Stop, Hide (WCAG 2.0) (Level A)</p> <p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> 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. 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 currently include elements which move, blink, scroll, or auto-update.
<p><u>2.3.1</u> Three Flashes or Below Threshold (WCAG 2.0) (Level A)</p> <p>Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p>	Supports	The product does not contain flashing content.
<p><u>2.4.1</u> Bypass Blocks (WCAG 2.0) (Level A)</p>	Supports	The product contains mechanisms that allows users to bypass blocks of content, such as skip nav links,

Criteria	Conformance Level	Remarks and Explanations
A mechanism is available to bypass blocks of content that are repeated on multiple web pages.		and landmarks and headings which facilitate the bypass function.
<p><u>2.4.2</u> Page Titled (WCAG 2.0) (Level A)</p> <p>Web pages have titles that describe topic or purpose.</p>	Partially Supports	<p>Page titles describe the high-level topic or purpose of the pages in most cases. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> The page title insufficiently describes the page's purpose on the "Gallery" page.
<p><u>2.4.3</u> Focus Order (WCAG 2.0) (Level A)</p> <p>If a web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	Partially Supports	<p>Most components within the product receive focus in a meaningful order. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> On the "Unverified Emails" page, when the user activates the "Filters" control, the filters sections appears but the focus does not move to newly revealed content.
<p><u>2.4.4</u> Link Purpose (In Context) (WCAG 2.0) (Level A)</p> <p>The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.</p>	Partially Supports	<p>The purpose of most links in the product can be determined from the link text alone or from the programmatic context of the link. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> There are links with identical accessible names that navigate to different locations. Examples include: "View details", "Open in Scene Viewer", and "Download" on the "Search Groups" and "Gallery" pages. There are links without accessible names. Examples include: "Groups (8)", "Items (313)", and "Profile."
<p><u>2.4.5</u> Multiple Ways (WCAG 2.0) (Level AA)</p>	Supports	Multiple ways of locating content are provided, such as search and global navigation systems, except

Criteria	Conformance Level	Remarks and Explanations
More than one way is available to locate a web page within a set of web pages except where the web page is the result of, or a step in, a process.		when the location is the result of, or a step in, a process.
<p><u>2.4.6</u> Headings and Labels (WCAG 2.0) (Level AA)</p> <p>Headings and labels describe topic or purpose.</p>	Partially Supports	<p>Most content headings and labels are descriptive and unique. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • There are buttons with non-descriptive accessible names on the “Search Results” page. Examples include: “More options” and “Level Access” • There are buttons with identical and non-descriptive accessible names. Examples include Edit, Edit email address, X, and (Remove tag). • The same text is used for multiple form input labels in some instances.
<p><u>2.4.7</u> Focus Visible (WCAG 2.0) (Level AA)</p> <p>Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Partially Supports	<p>Most focusable elements in the product have a visible keyboard focus indicator. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • There is an X (close) button (present beside the search input field) without a visible keyboard focus indicator. • The options for search results are without a clear focus indicator on the “Global Search” page.
<p><u>2.4.11</u> Focus Not Obscured (Minimum) (WCAG 2.2) (Level AA)</p> <p>When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.</p>	Supports	The product does not contain components that obscure the interface. Components receiving keyboard focus throughout the product remain at least partially visible, and are never entirely hidden or obscured.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> Where content in a configurable interface can be repositioned by the user, then only the initial positions of user-movable content are considered for testing and conformance of this Success Criterion. Content opened by the user may obscure the component receiving focus. If the user can reveal the focused component without advancing the keyboard focus, the component with focus is not considered hidden due to author-created content. <p>Does not currently apply to Revised Section 508 or EN 301 549 Standards.</p>		
<p>2.5.1 Pointer Gestures (WCAG 2.1) (Level A)</p> <p>All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p>	Supports	The product does not require multi-point or path-based pointer gestures for operation.
<p>2.5.2 Pointer Cancellation (WCAG 2.1) (Level A)</p> <p>For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> 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. 	Supports	The product contains only functionality that can be activated on the up event of a single pointer.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> Essential: Completing the function on the down-event is essential. 		
<p><u>2.5.3</u> Label in Name (WCAG 2.1) (Level A)</p> <p>For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>	Partially Supports	<p>The product includes the visible label for most user interface controls within the accessible name. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> There are form controls with visual labels that are not programmatically associated with the control. Examples include: First name, Last name, and Email address. There are input controls without a programmatically associated label describing their purpose Examples include: "Date", "Time" on the "Edit Metadata," "Create a new feature layer", "Step 3", "Create a new feature layer", and "Step 1, New member defaults" pages. Some form fields and controls lack unique labels.
<p><u>2.5.4</u> Motion Actuation (WCAG 2.1) (Level A)</p> <p>Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> Supported Interface: The motion is used to operate functionality through an accessibility supported interface. Essential: The motion is essential for the function and doing so would invalidate the activity. 	Supports	<p>The product does not contain any functionality that can be operated by device motion or user motion.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.7</u> Dragging Movements (WCAG 2.2) (Level AA)</p> <p>All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging, unless dragging is essential or the functionality is determined by the user agent and not modified by the author.</p> <p>Does not currently apply to Revised Section 508 or EN 301 549 Standards.</p>	Supports	Functionality in the product that can be operated by dragging motion can also be achieved by a single pointer without dragging.
<p><u>2.5.8</u> Target Size (Minimum) (WCAG 2.2) (Level AA)</p> <p>The size of the target for pointer inputs is at least 24 by 24 CSS pixels, except where:</p> <ul style="list-style-type: none"> • Spacing: Undersized targets (those less than 24 by 24 CSS pixels) are positioned so that if a 24 CSS pixel diameter circle is centered on the bounding box of each, the circles do not intersect another target or the circle for another undersized target. • Equivalent: The function can be achieved through a different control on the same page that meets this criterion. • Inline: The target is in a sentence or its size is otherwise constrained by the line-height of non-target text. • User agent control: The size of the target is determined by the user agent and is not modified by the author. • Essential: A particular presentation of the target is essential or is legally required for the information being conveyed. <p>Does not currently apply to Revised Section 508 or EN 301 549 Standards.</p>	Supports	The size of target for pointer inputs meets requirements (24x24 CSS pixels) throughout the product.

WCAG Principle 3: Understandable

Information and the operation of user interface must be understandable. This includes guidelines for content that is [Readable](#) and [Predictable](#), and provides [Input Assistance](#).

Table 6: WCAG Principle 3 Success Criteria - Understandable

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.1 Language of Page (WCAG 2.0) (Level A)</p> <p>The default human language of each web page can be programmatically determined.</p>	Supports	The language of each page in the product is programmatically determinable.
<p>3.1.2 Language of Parts (WCAG 2.0) (Level AA)</p> <p>The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	Supports	Content in the product is only presented in one language at a time.
<p>3.2.1 On Focus (WCAG 2.0) (Level A)</p> <p>When any component receives focus, it does not initiate a change of context.</p>	Supports	User interface components in the product do not initiate a change of context when they receive focus.
<p>3.2.2 On Input (WCAG 2.0) (Level A)</p> <p>Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.</p>	Partially Supports	<p>Most of the product does not cause an unexpected change of context on user input. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> When the user selects any of the buttons from "Last login" and "Filter" buttons the context changes upon selection.
<p>3.2.3 Consistent Navigation (WCAG 2.0) (Level AA)</p> <p>Navigational mechanisms that are repeated on multiple web pages within a set of web pages occur in the same relative</p>	Supports	When navigational mechanisms are repeated in the product, they occur in a consistent relative order and appearance.

Criteria	Conformance Level	Remarks and Explanations
<p>order each time they are repeated, unless a change is initiated by the user.</p>		
<p>3.2.4 Consistent Identification (WCAG 2.0) (Level AA) Components that have the same functionality within a set of web pages are identified consistently.</p>	Supports	Components with the same functionality throughout the product are identified consistently.
<p>3.2.6 Consistent Help (WCAG 2.2) (Level A) If a web page contains any of the following help mechanisms, and those mechanisms are repeated on multiple web pages within a set of web pages, they occur in the same order relative to other page content, unless a change is initiated by the user:</p> <ul style="list-style-type: none"> • Human contact details • Human contact mechanism • Self-help option • A fully automated contact mechanism <p>Does not currently apply to Revised Section 508 or EN 301 549 Standards.</p>	Supports	Help mechanisms that are repeated throughout the product occur consistently and in the same order relative to other content.
<p>3.3.1 Error Identification (WCAG 2.0) (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.</p>	Supports	Where input errors are automatically detected in the product, items in error are identified and error messages are conveyed to assistive technologies or in text.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.2</u> Labels or Instructions (WCAG 2.0) (Level A)</p> <p>Labels or instructions are provided when content requires user input.</p>	Partially Supports	<p>The product provides sufficient instructions for user input in most cases. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none">• There is no text explaining that asterisks indicate required fields. Examples include: “Title”, “Description (Abstract)”, and “Topic Category(s)”• There are inline errors that are not programmatically associated with their corresponding fields. Examples include: “First name may not be blank”, “Last name may not be blank”, and “Email may not be blank”.• There are visually grouped form controls that are not programmatically grouped. Examples include: “Define your own layer”, “Select an existing featured layer”, “Use a template”, “Provide an ArcGIS Service layer URL”.• In some instances, the same accessible name is shared by multiple inputs.
<p><u>3.3.3</u> Error Suggestion (WCAG 2.0) (Level AA)</p> <p>If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Supports	<p>The product provides suggestions to the user when input errors are automatically detected (except where this would jeopardize security).</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.4 Error Prevention (Legal, Financial, Data) (WCAG 2.0) (Level AA)</p> <p>For web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"> • 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 process legal commitments or financial transactions.
<p>3.3.7 Redundant Entry (WCAG 2.2) (Level A)</p> <p>Information previously entered by or provided to the user that is required to be entered again in the same process is either auto-populated, or available for the user to select. Except when one of the following is true:</p> <ul style="list-style-type: none"> • re-entering the information is essential • the information is required to ensure the security of the content • previously entered information is no longer valid 	Supports	The product does not currently request user information in multi-step processes.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.8 Accessible Authentication (Minimum) (WCAG 2.2) (Level AA)</p> <p>A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process unless that step provides at least one of the following:</p> <ul style="list-style-type: none">• Alternative: Another authentication method that does not rely on a cognitive function test.• Mechanism: A mechanism is available to assist the user in completing the cognitive function test.• Object Recognition: The cognitive function test is to recognize objects.• Personal Content: The cognitive function test is to identify non-text content the user provided to the Web site.	Supports	The product does not currently require an authentication process containing a cognitive function test.

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. This includes guidelines for content that is [Compatible](#).

Table 7: WCAG Principle 4 Success Criteria - Robust

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Obsolete and removed)</p> <p>This criterion was originally adopted to address problems that assistive technology had directly parsing HTML. Assistive technology no longer has any need to directly parse HTML. Consequently, these problems either no longer exist or are addressed by other criteria. This criterion no longer has utility and is removed.</p>	Supports	<p>For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.</p> <p>This criterion is obsolete and removed for WCAG 2.2.</p>
<p>4.1.2 Name, Role, Value (WCAG 2.0) (Level A)</p> <p>For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.</p>	Does Not Support	<p>The majority of user interface components in the product do not convey their name, role, or value to assistive technology. A rating of Does Not Support has been given for the following reason(s):</p> <ul style="list-style-type: none"> • There are input controls without a programmatically associated label describing their purpose. • There is a search input field on the “Meta Search” page that relies on the placeholder attribute to supply its accessible name. • There is an "Enable Esri access" checkbox on the “New member defaults” page. without a programmatically associated label describing its purpose. • Some elements have inappropriate or missing ARIA attributes.

Criteria	Conformance Level	Remarks and Explanations
<p><u>4.1.3</u> Status Messages (WCAG 2.1) (Level AA)</p> <p>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.</p>	Partially Supports	<p>The majority of status messages, when provided in the product, are presented in a way that can be programmatically determined and do not require that they receive focus. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none">• There are search results that appear but are not announced to screen reader users.• There are checkboxes present that when checked/unchecked, the state is not conveyed to screen reader users.• The password strength updates dynamically; however, this information is not rendered to screen reader 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
<p>302.1 Without Vision</p> <p>Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.2 Audio Control, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.13 Content on Hover or Focus • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 	Partially Supports	<p>A rating of Partially Supports has been given due to the following:</p> <ul style="list-style-type: none"> • There is a "Choose a file" control that cannot be navigated to and operated with the keyboard alone. • The options of "User Type" combobox cannot be navigated to and operated with the keyboard alone while a screen reader is running. • There are buttons with identical and non-descriptive accessible names. • There are inline links that use color alone to visually indicate that they are links. • The password strength updates dynamically; however, this information is not rendered to screen reader users.

Criteria	Conformance Level	Remarks and Explanations
<p>302.2 With Limited Vision</p> <p>Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 1.4.4 Resize Text, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing, 1.4.13 Content on Hover or Focus • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 	Partially Supports	<p>A rating of Partially Supports has been given due to the following:</p> <ul style="list-style-type: none"> • There is a "Choose a file" control that cannot be navigated to and operated with the keyboard alone. • When the user selects any of the buttons from "Last login" and "Filter" buttons the context changes upon selection. • There is no text explaining that asterisks indicate required fields. • Decorative images are exposed to the screen reader on a few pages. • The inline links use color alone to visually indicate that they are links. • The focus indicator of interactive control has a contrast ratio below 3.00:1.

Criteria	Conformance Level	Remarks and Explanations
<p>302.3 Without Perception of Color</p> <p>Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.3.3 Sensory Characteristics, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 1.4.5 Images of Text, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing • Operable: 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.3 Label in Name • Understandable: 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 	Partially Supports	<p>A rating of Partially Supports has been given due to the following:</p> <ul style="list-style-type: none"> • There are inline links that use color alone to visually indicate that they are links. • There is "Invalid type" error message (Present on "User type" column) that uses color alone to visually indicate error messages. • Some texts on the "Global Search", "Edit Member", and "Review and fix" pages do not meet the required minimum color contrast ratio with their backgrounds.
<p>302.4 Without Hearing</p> <p>Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory Characteristics, 1.4.2 Audio Control • Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.3.4 Error Prevention 	Supports	The product does not require the use of hearing.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 		
<p>302.5 With Limited Hearing</p> <p>Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory Characteristics, 1.4.2 Audio Control • Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 	Supports	The product does not require the use of hearing.
<p>302.6 Without Speech</p> <p>Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 	Supports	The product does not require the use of speech.

Criteria	Conformance Level	Remarks and Explanations
<p>302.7 With Limited Manipulation</p> <p>Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.1.1 Non-text Content • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 	Partially Supports	<p>A rating of Partially Supports has been given due to the following:</p> <ul style="list-style-type: none"> • There is a "Choose a file" control that cannot be navigated to and operated with the keyboard alone. • There are input controls without a programmatically associated label describing their purpose. • The options for search results are without a clear focus indicator. • When the user activates the "Filters" control the filters sections appear the focus does not move to newly revealed content.

Criteria	Conformance Level	Remarks and Explanations
<p>302.8 With Limited Reach and Strength</p> <p>Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.1.1 Non-text Content, 1.2.2 Captions (Prerecorded) • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 	Supports	The product's features allow people with limited reach or strength to interact with the user interface.
<p>302.9 With Limited Language, Cognitive, and Learning Abilities</p> <p>ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.2 Audio 	Partially Supports	<p>A rating of Partially Supports has been given due to the following:</p> <ul style="list-style-type: none"> • There are inline links that use color alone to visually indicate that they are links. • When the user selects any of the buttons from "Last login" and "Filter" buttons the context changes upon selection. • There is no text explaining that asterisks indicate required fields.

Criteria	Conformance Level	Remarks and Explanations
<p>Control, 1.4.3 Contrast (Minimum), 1.4.4 Resize Text, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing, 1.4.13 Content on Hover or Focus</p> <ul style="list-style-type: none"> • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 		<ul style="list-style-type: none"> • When the user activates the "Filters" control the filters sections appear the focus does not move to newly revealed content. • There are form controls with visual labels that are not programmatically associated with the control.

[Chapter 4: Hardware](#)

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

[Chapter 5: Software](#)

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

Chapter 6: Support Documentation and Services

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

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

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

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.	Supports	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
<p>4.2.1 Usage Without Vision</p> <p>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.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.2 Audio Control, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.13 Content on Hover or Focus • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention 	Partially Supports	<p>A rating of Partially Supports has been given due to the following:</p> <ul style="list-style-type: none"> • There is a "Choose a file" control that cannot be navigated to and operated with the keyboard alone. • The options of "User Type" combobox cannot be navigated to and operated with the keyboard alone while a screen reader is running. • There are buttons with identical and non-descriptive accessible names. • There are inline links that use color alone to visually indicate that they are links. • The password strength updates dynamically; however, this information is not rendered to screen reader users.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 		
<p>4.2.2 Usage With Limited Vision</p> <p>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.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 1.4.4 Resize Text, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing, 1.4.13 Content on Hover or Focus Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 	Partially Supports	<p>A rating of Partially Supports has been given due to the following:</p> <ul style="list-style-type: none"> There is a "Choose a file" control that cannot be navigated to and operated with the keyboard alone. When the user selects any of the buttons from "Last login" and "Filter" buttons the context changes upon selection. There is no text explaining that asterisks indicate required fields. Decorative images are exposed to the screen reader on a few pages. The inline links use color alone to visually indicate that they are links. The focus indicator of interactive control has a contrast ratio below 3.00:1.

Criteria	Conformance Level	Remarks and Explanations
<p>4.2.3 Usage Without Perception of Color</p> <p>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.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.3.3 Sensory Characteristics, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 1.4.5 Images of Text, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing • Operable: 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.3 Label in Name • Understandable: 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 	Partially Supports	<p>A rating of Partially Supports has been given due to the following:</p> <ul style="list-style-type: none"> • There are inline links that use color alone to visually indicate that they are links. • There is "Invalid type" error message (Present on "User type" column) that uses color alone to visually indicate error messages. • Some texts on the "Global Search", "Edit Member", and "Review and fix" pages do not meet the required minimum color contrast ratio with their backgrounds.
<p>4.2.4 Usage Without Hearing</p> <p>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.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory Characteristics, 1.4.2 Audio Control 	Supports	The product does not require the use of hearing.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 		
<p>4.2.5 Usage With Limited Hearing</p> <p>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.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory Characteristics, 1.4.2 Audio Control • Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 	Supports	The product does not require the use of hearing.
<p>4.2.6 Usage With No or Limited Vocal Capacity</p> <p>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 vocal capability and benefits many more users in different situations.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 	Supports	The product is usable by those with no or limited vocal capability.

Criteria	Conformance Level	Remarks and Explanations
<p>4.2.7 Usage With Limited Manipulation or Strength</p> <p>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.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.1.1 Non-text Content • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 	Partially Supports	<p>A rating of Partially Supports has been given due to the following:</p> <ul style="list-style-type: none"> • There is a "Choose a file" control that cannot be navigated to and operated with the keyboard alone. • There are input controls without a programmatically associated label describing their purpose. • The options for search results are without a clear focus indicator. • When the user activates the "Filters" control the filters sections appear the focus does not move to newly revealed content.

Criteria	Conformance Level	Remarks and Explanations
<p>4.2.8 Usage With Limited Reach</p> <p>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.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.1.1 Non-text Content • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 	Supports	The product's features allow people with limited reach or strength to interact with the user interface.
<p>4.2.9 Minimize Photosensitive Seizure Triggers</p> <p>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.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory Characteristics,, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 	Partially Supports	<p>A rating of Partially Supports has been given due to the following:</p> <ul style="list-style-type: none"> • There are search results that appear but are not announced to screen reader users. • The password strength updates dynamically; however, this information is not rendered to screen reader users.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.5 Images of Text, 1.4.11 Non-text Contrast, 1.4.13 Content on Hover or Focus</p> <ul style="list-style-type: none"> • Operable: 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 		
<p>4.2.10 Usage With Limited Cognition, Language, or Learning</p> <p>The ICT provides features and/or presentation that makes it simpler and easier to understand, operate and use. This is essential for users with limited cognition, language or learning, and benefits many more users in different situations.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.2 Audio Control, 1.4.3 Contrast (Minimum), 1.4.4 Resize Text, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing, 1.4.13 Content on Hover or Focus • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation 	Partially Supports	<p>A rating of Partially Supports has been given due to the following:</p> <ul style="list-style-type: none"> • There are inline links that use color alone to visually indicate that they are links. • When the user selects any of the buttons from "Last login" and "Filter" buttons the context changes upon selection. • There is no text explaining that asterisks indicate required fields. • When the user activates the "Filters" control the filters sections appear the focus does not move to newly revealed content. • There are form controls with visual labels that are not programmatically associated with the control.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 		
<p>4.2.11 Privacy</p> <p>Where ICT provides features for accessibility, the ICT maintains the privacy of users of these features at the same level as other users.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.13 Content on Hover or Focus • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages 	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 Online 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 Online 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 Online is not impacted by Chapter 7: ICT with Voice Capabilities. This section has been removed from the report.

[Chapter 8: Hardware](#)

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

[Chapter 11](#): Software

ArcGIS Online is a web-only product, not platform software, and 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 Online 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.	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.