

Cisco Accessibility Conformance Report

VPAT® Version 2.0

Name of Product/Version: Cisco WebEx Product Web Pages WBS32.11

Product Description: This is Cisco's WebEx product web pages for Meeting center, Event center, Training center, Support center and MyWebEx.

Date: March 15, 2018

Contact Information: accessibility@cisco.com

Evaluation Method Used: The following testing was done on a Windows 10 with Freedom Scientific's JAWs screen reader v18, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard Keyboard.

Summary Table - Voluntary Product Accessibility Template

Standard/Guideline	Included In Report	Remarks and Explanations
W3C WCAG 2.0 Level A and AA for Web application	Included	Cisco WebEx product pages
Section 508 Chapter 3: Functional Performance Criteria	Included	Cisco WebEx product pages
Section 508 Chapter 4: Hardware	Not Applicable	
W3C WCAG 2.0 Level A and AA for Software application	Not Applicable	
Section 508 Chapter 5: Software	Not Applicable	
W3C WCAG 2.0 Level A and AA for Documentation	Included	Collaboration Help Portal for WebEx products
Section 508 Chapter 6: Support Documentation and Services	Included	Collaboration Help Portal for WebEx products

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W3C WCAG 2.0 Level A and AA for Web Application – Detail

Criteria	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with Exceptions	Some of the non-text elements on the webpage does not have text alternatives.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	There is no pre-recorded audio only/video only content in the pages.
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	There is no pre-recorded audio/video in the pages.
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	There is no pre-recorded audio/video in the pages.
1.2.4 (AA)	Captions (Live)	Not Applicable	There is no live audio/video in the pages.
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	There is no pre-recorded audio content in the pages.
1.3.1 (A)	Info and Relationships	Supports with Exceptions	Some of the form fields and data tables do not fully support the screen reader users. Some of the pages do not have hierarchical headings.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Supports	
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Supports	
1.4.3 (AA)	Contrast (Minimum)	Supports with Exceptions	Some elements in the pages do not meet the minimum contrast ratio.
1.4.4 (AA)	Resize Text	Supports with Exceptions	Some pages do not fully support the browser's resize text functionality.
1.4.5 (AA)	Images of Text	Supports	
2.1.1 (A)	Keyboard	Supports with Exceptions	Some of the elements in the webpages are not fully accessible by keyboard users.
2.1.2 (A)	No Keyboard Trap	Supports	
2.2.1 (A)	Timing Adjustable	Supports	
2.2.2 (A)	Pause, Stop, Hide	Supports	

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2.3.1 (A)	Three Flashes or Below Threshold	Supports	
2.4.1 (A)	Bypass Blocks	Supports with Exceptions	A method to skip repetitive navigation links is not provided.
2.4.2 (A)	Page Titled	Supports	
2.4.3 (A)	Focus Order	Supports with Exceptions	The focus order is not logical for some of the elements on the webpages.
2.4.4 (A)	Link Purpose (In Context)	Supports	
2.4.5 (AA)	Multiple Ways	Supports	
2.4.6 (AA)	Headings and Labels	Supports	
2.4.7 (AA)	Focus Visible	Supports with Exceptions	The focus on some of the elements on the webpages are not visible.
3.1.1 (A)	Language of Page	Supports	
3.1.2 (AA)	Language of Parts	Not Applicable	There is only one language used in the webpages.
3.2.1 (A)	On Focus	Supports	
3.2.2 (A)	On Input	Supports	
3.2.3 (AA)	Consistent Navigation	Supports	
3.2.4 (AA)	Consistent Identification	Supports	
3.3.1 (A)	Error Identification	Supports	
3.3.2 (A)	Labels or Instructions	Supports with Exceptions	Some of the required fields are not announced by the screen reader.
3.3.3 (AA)	Error Suggestion	Supports	
3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Supports	
4.1.1 (A)	Parsing	Supports	
4.1.2 (A)	Name, Role, Value	Supports	

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Section 508 Chapter 3: Functional Performance Criteria – Detail

Criteria	Description	Status	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.	Supports with Exceptions	The product does not fully support users without vision, please “W3C WCAG 2.0 Level A and AA for Web Application” table for more details.
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.	Supports with Exceptions	The product does not fully support users with limited vision, please see “W3C WCAG 2.0 level A and AA for Web Application” table for more details.
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.	Supports with Exceptions	The product does not fully support users without perception of color, please see “W3C WCAG 2.0 level A and AA for Web Application” table for more details.
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	
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	
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	

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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.	Supports with Exceptions	The product does not fully support users with limited manipulation, please see “W3C WCAG 2.0 level A and AA for Web Application” table for more details.
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.	Supports	
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.	Supports with Exceptions	Support for users with limited language, cognitive, and learning abilities varies and depends on the user’s experience.

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W3C WCAG 2.0 Level A and AA for Documentation – Detail

Criteria	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with Exception	Some of the non-text elements in the webpages do not have text alternatives.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	There is no pre-recorded audio/video.
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	There is no pre-recorded audio/video.
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	There is no pre-recorded audio/video.
1.2.4 (AA)	Captions (Live)	Not Applicable	There is no live audio/video.
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	There is no pre-recorded audio.
1.3.1 (A)	Info and Relationships	Supports with Exceptions	Portal: Some of the headings in the pages are not in logical hierarchy and does not support the screen reader users. Content: Some of the data tables do not fully support the screen reader users.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Supports	
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Supports	
1.4.3 (AA)	Contrast (Minimum)	Supports	
1.4.4 (AA)	Resize Text	Supports	
1.4.5 (AA)	Images of Text	Supports	
2.1.1 (A)	Keyboard	Supports	
2.1.2 (A)	No Keyboard Trap	Supports	
2.2.1 (A)	Timing Adjustable	Supports	
2.2.2 (A)	Pause, Stop, Hide	Supports	
2.3.1 (A)	Three Flashes or Below Threshold	Supports	
2.4.1 (A)	Bypass Blocks	Supports with Exceptions	Portal: A method to skip repetitive navigation links is not provided.

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2.4.2 (A)	Page Titled	Supports	
2.4.3 (A)	Focus Order	Supports	
2.4.4 (A)	Link Purpose (In Context)	Supports	
2.4.5 (AA)	Multiple Ways	Supports	
2.4.6 (AA)	Headings and Labels	Supports	
2.4.7 (AA)	Focus Visible	Supports	
3.1.1 (A)	Language of Page	Supports	
3.1.2 (AA)	Language of Parts	Not Applicable	There is only one language used.
3.2.1 (A)	On Focus	Supports	
3.2.2 (A)	On Input	Supports	
3.2.3 (AA)	Consistent Navigation	Supports	
3.2.4 (AA)	Consistent Identification	Supports	
3.3.1 (A)	Error Identification	Supports	
3.3.2 (A)	Labels or Instructions	Supports	
3.3.3 (AA)	Error Suggestion	Supports	
3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Supports	
4.1.1 (A)	Parsing	Supports	
4.1.2 (A)	Name, Role, Value	Supports	

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Section 508 Chapter 6: Support Documentation and Services – Detail

Criteria	Description	Status	Remarks and Explanations
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.	Does Not Support	The accessibility features are not included in the product documentation.
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.	Supports with Exception	See “WCAG 2.0 Level A and AA” table for documentation.
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	
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	Contact Cisco accessibility team via email, accessibility@cisco.com for more information.
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	Cisco conforms through equal facilitation. Customers may reach Cisco Technical Assistance Center (TAC) via Phone, Email or Web Form. All cases open through email or web are opened as Priority 3 cases. All Priority 1 or Priority 2 case can only be opened via the telephone. TTY users must call the Text Relay Service (TRS) by dialing 711 or their state Video Relay Service (VRS) and have the TRS agent contact Cisco TAC via voice.

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Supporting Feature (Status) Terminology

The result of "Accessibility Testing" assists in the determination of the Supporting Features.

Supporting Features or Status	Description
Supports	Use this language when you determine the product fully meets the intent of the criteria or meets with equivalent facilitation. If the product meets equivalent facilitation, please document it in the "Remarks and Explanations" column.
Supports with Exceptions	Use this language when you determine the product does not fully meet the intent of the criteria, but provides some level of access relative to the criteria. Please document the exception in the "Remarks and Explanations" column.
Does not Support	Use this language when you determine the product does not meet the intent of the criteria. Please document the reason in the "Remarks and Explanations" column.
Not Applicable	Use this language when you determine that the criteria do not apply to the specific product. For example, many web applications do not have video content the "Not Applicable" can be used. Please state, "The application does not have any video content" in the "Remarks and Explanations" column.
Not Evaluated	Use this language when the product has not been evaluated.

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