

## Cisco Accessibility Conformance Report VPAT® Version 2.0

**Name of Product/Version:** Cisco WebEx Web App Event Center v3.9

**Product Description:** Cisco WebEx Web App is the browser-based version of WebEx Event Center. The application lets users join from any Chrome, Internet Explorer, Firefox, or Safari browser.

**Date:** May 8, 2018

**Contact Information:** [accessibility@cisco.com](mailto: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           |                          |
| Section 508 Chapter 3: Functional Performance Criteria    | Included           |                          |
| 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           |                          |
| Section 508 Chapter 6: Support Documentation and Services | Included           |                          |

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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                 |   |
| 1.2.1 (A)  | Audio-only and Video-only (Prerecorded)              | Not Applicable           | No prerecorded audio-only/video-only content  |
| 1.2.2 (A)  | Captions (Prerecorded)                               | Not Applicable           | No prerecorded audio/video content  |
| 1.2.3 (A)  | Audio Description or Media Alternative (Prerecorded) | Not Applicable           | No prerecorded audio/video content  |
| 1.2.4 (AA) | Captions (Live)                                      | Not Applicable           | No audio/video content  |
| 1.2.5 (AA) | Audio Description (Prerecorded)                      | Not Applicable           | No prerecorded audio/video content  |
| 1.3.1 (A)  | Info and Relationships                               | Supports with Exceptions | Some form elements and data tables do not fully support screen reader software.   |
| 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 text do not meet the minimum contrast ratio.<br>Supports high contrast mode only with high-contrast extension of chrome. |
| 1.4.4 (AA) | Resize Text  | Supports                 |   |
| 1.4.5 (AA) | Images of Text                                       | Supports                 |   |
| 2.1.1 (A)  | Keyboard   | Supports with Exceptions | Some elements are not fully accessible by keyboard.   |
| 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 | Some frames do not have title.  |
| 2.4.2 (A)  | Page Titled  | Supports                 |   |
| 2.4.3 (A)  | Focus Order  | Supports with Exceptions | Some dialogs do not have logical focus order.   |

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|            |   |                          |  |
|------------|---|--------------------------|--|
| 2.4.4 (A)  | Link Purpose (In Context)                 | Supports                 |  |
| 2.4.5 (AA) | Multiple Ways                             | Not Applicable           | Application has single page.   |
| 2.4.6 (AA) | Headings and Labels                       | Supports with Exceptions | Some dialogs do not use headings.  |
| 2.4.7 (AA) | Focus Visible                             | Supports                 |  |
| 3.1.1 (A)  | Language of Page                          | Supports                 |  |
| 3.1.2 (AA) | Language of Parts                         | Not Applicable           | 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 with Exceptions | Some panels have different navigation order                                  |
| 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 elements do not fully support screen reader software.                   |
| 3.3.3 (AA) | Error Suggestion                          | Supports                 |  |
| 3.3.4 (AA) | Error Prevention (Legal, Financial, Data) | Supports                 |  |
| 4.1.1 (A)  | Parsing                                   | Supports with Exceptions | Some elements have duplicate ID attributes.                                  |
| 4.1.2 (A)  | Name, Role, Value                         | Supports with Exceptions | The screen reader does not properly announce name and role of some elements. |

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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 see “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                 |  |
| 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                 |  |
| 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   | Supports                 |  |

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|       |   |                          |  |
|-------|---|--------------------------|--|
|       | mode of operation that is operable with limited reach and limited strength.   |                          |  |
| 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 is vary 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 Exceptions | Some non-text content do not have a full text equivalent.  |
| 1.2.1 (A)  | Audio-only and Video-only (Prerecorded)              | Not Applicable           | No audio-only or video-only content.   |
| 1.2.2 (A)  | Captions (Prerecorded)                               | Not Applicable           | No audio or video content.   |
| 1.2.3 (A)  | Audio Description or Media Alternative (Prerecorded) | Not Applicable           | No audio or video content.   |
| 1.2.4 (AA) | Captions (Live)                                      | Not Applicable           | No live audio or video content.  |
| 1.2.5 (AA) | Audio Description (Prerecorded)                      | Not Applicable           | No audio or video content.   |
| 1.3.1 (A)  | Info and Relationships                               | Supports with Exceptions | Some data tables and lists do not fully support screen reader software.  |
| 1.3.2 (A)  | Meaningful Sequence                                  | Supports with Exceptions | Some pages are not read in a meaningful sequence by the screen reader  |
| 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 web portal and the article do not meet the minimum contrast ratio.<br>Some elements in the web portal are not visible in the high contrast schemes. |
| 1.4.4 (AA) | Resize Text  | Supports                 |  |
| 1.4.5 (AA) | Images of Text                                       | Supports                 |  |
| 2.1.1 (A)  | Keyboard   | Supports with Exceptions | Portal: the screen reader users using the keyboard cannot access some of the elements in the web portal.   |
| 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: The web portal does not provide a link to skip to the main content.  |

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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 with Exceptions | Some pages do not have hierarchical headings.  |
| 2.4.7 (AA) | Focus Visible                             | Supports                 |  |
| 3.1.1 (A)  | Language of Page                          | Supports                 |  |
| 3.1.2 (AA) | Language of Parts                         | Not Applicable           | No multiple languages phrases on a page.       |
| 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 with Exceptions | Some elements have incorrect roles and labels. |

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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. | Supports                 |   |
| 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 Exceptions | 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, <a href="mailto:accessibility@cisco.com">accessibility@cisco.com</a> 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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