Voluntary Product Accessibility Template® (VPAT®)

Revised Section 508 Edition

Version 2.4

Zscaler Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Zscaler Client Connector and Client Connector Portal (Government)

Report Date: August 1, 2021

Product Description: Separated from the Zscaler Internet Access and Zscaler Private Access Admin Portals, the Zscaler Client Connector Portal is where you can manage settings specifically for the Zscaler Client Connector. This portal lets you view dashboard information about devices, view a list of enrolled devices and fingerprint information, managed devices and also define forwarding methods and policies. The Zscaler Client Connector is accessible via both ZPA and ZIA Admin Portals via Single Sign On.

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Evaluation Methods Used: Zscaler utilized hands-on keyboard and mouse operation as well as their understanding of the user interface to manually evaluate all applicable criteria.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.1.1 Non-text Content (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Partially Supports	Logo Component has no alt description. Dashboard Graphs have no description of graph content.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Not Applicable	Client Connector has no Audio/Video components

1.2.2 Captions (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Not Applicable	Client Connector has no Audio/Video components

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Not Applicable	Client Connector has no Audio/Video components

1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508	Partially Supports	The majority of controls are identifiable programmatically. The visual dashboard graph components may be hard to programmatically infer relationship.

501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	The majority of page elements can be programmatically followed correctly. The visual dashboard graph components may be hard to programmatically represent to the user.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	All controls and references are standard and referenced by their function. There are no descriptors that reference based on size, location or appearance
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Color is not used to provide guidance or communicate information. Only for branding.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Client Connector has no Audio/Video components
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Client Connector Portal: Keyboard navigation is supported. However switching between menu category and sub-category is only achieved via mouse cursor. Client Connector: Supports
2.1.2 No Keyboard Trap (Level A) Also applies to:	Supports	No keyboard traps are present

Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)		

2.2.1 Timing Adjustable (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	Console will log the administrator out automatically, this is configurable between 5 and 600 minutes

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Not Applicable	There is no content that pauses, stops, or hides.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Not Applicable	There is no content that is moving, blinking, scrolling, or auto-updating information.

2.4.1 Bypass Blocks (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software) – Does not apply to non-web software
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs) – Does not apply to non-web docs
	Not Applicable	There are no repeated blocks of information.

2.4.2 Page Titled (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
	Supports	Client connector portal has static titles defining the purpose of the page field.

● 602.3 (Support Docs)		

2.4.3 Focus Order (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Partially Supports	Client Connector Portal (Client Connector Admin Interface): Currently navigating is not possible via key-board
		Client Connector: Supports

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	Client Connector Portal (Client Connector Admin Interface): Majority of links indicate their purpose via the link text itself. There are a few instances where the link is an image, however the title attribute indicates purpose.
		Client Connector: Not Applicable

3.1.1 Language of Page (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Does Not Support	Currently single language support. Language Attribute for dynamic adjustment is planned.

3.2.1 On Focus (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	No dynamic changes occur on focus. The user must action an item to change context.

3.2.2 On Input (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	No dynamic changes occur on focus. The user must action an item to change context.

3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Supports	A validation popup is displayed to the user when a validation error occurs, and explains what went wrong.

● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		

3.3.2 Labels or Instructions (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	Fields that are not self explanatory have 'tool-tip' options, which when moused-over, indicate what the field is for and how it is expected to be entered.

4.1.1 Parsing (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	Page and tag structure is compliant and consistent.

4.1.2 Name, Role, Value (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	Most controls used are standard, compliant controls. In the event that a custom control is used, for example the Toggle setting, it's state can be determined programmatically.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Client Connector has no Audio/Video components
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Zscaler Client Connector has no Audio/Video components
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Client Connector Portal (Client Connector Admin Interface): Majority of content complies with correct ratios (14/1), however some menu items and links do not. Ratios below: Side Menu Link Text - 3.1/1 Main menu upper link text - 2.0/1 Some Section Menu - 3.8/1 Client Connector: Supported via Operating System High Contrast Settings
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Supports	Text elements scale with standard browser scaling capabilities within Zscaler Mobile

● 602.3 (Support Docs)		
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	The only image of text is the Logo for Zscaler Branding, which is excluded from this category.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Partially Supports	Application structure is very basic. All sub menus are part of logical navigation. Top level navigation is always accessible via mouse cursor.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	All section groups for content, have meaningful headers
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Text fields have input focus indicators, however most selected elements do not highlight on selection.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Does Not Support	Currently single language support. Language Attribute for dynamic adjustment is planned.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software	Supports	The same menu and navigation structure is used throughout Zscaler Client Connector.

● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs		

3.2.4 Consistent Identification (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software) – Does not apply to non-web software
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs) – Does not apply to non-web docs
	Supports	Consistent controls and displays are used for each menu section throughout Zscaler Client Connector.

3.3.3 Error Suggestion (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	Validation error text is not generic, and provides a description of the failure and what is expected from the user.

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Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Client Connector: supports screen reading software Client Connector Portal (Client Connector Admin Interface): Partially usable with screen reading software
302.2 With Limited Vision	Partially Supports	Client Connector: supports screen reading software Client Connector Portal (Client Connector Admin Interface): Partially usable with screen reading software
302.3 Without Perception of Color	Supports	Integrates with operating system high contrast settings
302.4 Without Hearing	Not Applicable	There is no audio/video used
302.5 With Limited Hearing	Not Applicable	There is no audio/video used
302.6 Without Speech	Not Applicable	There is no audio control
302.7 With Limited Manipulation	Supports	Control via keyboard or mouse
302.8 With Limited Reach and Strength	Supports	Control via keyboard or mouse
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Use of simple and clear descriptions for elements reduce the need to infer meaning from complex labels

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Partially Supports	Normal accessibility features like screen-reader/high contrast are controlled by the user in the operating system. One control "highlight active control" is enabled by users.
502.2.2 No Disruption of Accessibility Features	Supports	Always on
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Titles are provided for all menu icons
502.3.2 Modification of Object Information	Does Not Support	Multiple languages are not available

502.3.3 Row, Column, and Headers	Supports	Menu hierarchy is utilized
502.3.4 Values	Supports	Values are utilized and programmatically determinable.
502.3.5 Modification of Values	Supports	Values can be modified
502.3.6 Label Relationships	Supports	Labels are utilized and programmatically determinable.
502.3.7 Hierarchical Relationships	Supports	Menu hierarchy is utilized
502.3.8 Text	Supports	Text is utilized and programmatically determinable.
502.3.9 Modification of Text	Supports	Text can be modified in applicable areas
502.3.10 List of Actions	Supports	List of actions is programmatically determinable.
502.3.11 Actions on Objects	Supports	Mouse and keyboard can programmatically execute available actions on all objects.
502.3.12 Focus Cursor	Supports	Focus cursor is utilized and programmatically determinable.
502.3.13 Modification of Focus Cursor	Supports	Focus cursor can me moved via mouse and keyboard

502.3.14 Event Notification	Supports	Notification menu is available via assistive technology.
502.4 Platform Accessibility Features	Not Applicable	Platform accessibility features are supported by the user's operating system. Section 10.6.7 Allow users to choose visual alternative for audio output. Not applicable; no audio. Section 10.6.8 Synchronize audio equivalents for visual events. Not applicable; no audio. Section 10.6.9 Provide speech output services. Not applicable; no audio. Section 10.7.1 Display any captions provided. Not applicable; no captions.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Customization not available.
503.3 Alternative User Interfaces	Not Applicable	Alternative user interfaces are not available.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required

503.4.1 Caption Controls	Not Applicable	No audio is used in application.
503.4.2 Audio Description Controls	Not Applicable	No audio is used in application.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Content is only exported in one format.
504.2.2 PDF Export	Not Applicable	All reports are exported in CSV format.
504.3 Prompts	Not Applicable	Prompts are not used.
504.4 Templates	Not Applicable	Templates are not used.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading Help – no response required
602.2 Accessibility and Compatibility Features	Supports	Documentation regarding the accessibility and compatibility of the Zscaler Help Portal are currently not available
602.3 Electronic Support Documentation	Supports	The ZIA platform has an inline help which has text, audio and video content.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Not Applicable. Product documentation is presented in electronic format
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Partially Supports	Information details can be obtained from the support services via phone ,web ticket, Email and chat.
603.3 Accommodation of Communication Needs	Supports	Web ticket, Email, Phone and Chat

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As of the publication date of this Conformance Report, the information contained herein is accurate to the best of Zscaler's knowledge. This Conformance Report is provided "as is", without warranties of any kind and is for informational purposes only. Any compliance determination is the sole responsibility of the recipient. The subject Zscaler products and the Voluntary Product Accessibility Templates are subject to change at any time without notice.