

# VPAT

Voluntary Product  
Accessibility Template

## Zscaler Mobile Admin



March 2018

# Product Information and Scope

Name of Product	Zscaler Mobile Admin
Product Description	Separate to the Zscaler Internet Access and Zscaler Private Access Admin Portals, the Zscaler App Portal is where you can manage settings specifically for the Zscaler App. 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 App Portal is accessible via both ZPA and ZIA Admin Portals via Single Sign On.
URL	<a href="http://www.zscaler.com">www.zscaler.com</a>
Date of Last Evaluation	1-Mar-18
Completed by	David Creedy, Senior Product Manager and Sreedhar Pampati, Director of Engineering Mobile
Contact for More Information	Stephen R. Kovac
	Vice President Global Government and Compliance
	<a href="mailto:skovac@zscaler.com">skovac@zscaler.com</a>
Testing Tools and Methods	Zscaler's software development team has Q&A and Testing teams in three locations across the globe that utilized hands-on keyboard operation as well as their understanding of the user interface.
Guidelines Used to Complete this VPAT	W3C WCAG 2.0 <a href="http://www.w3.org/TR/WCAG20/">http://www.w3.org/TR/WCAG20/</a>
	Revised Section 508 Chapter 6 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>
Notes	Conformance according to the W3C: If there is no content to which a success criterion applies, the success criterion is satisfied. In the case where we conform due to no content we have marked "Supports" – and noted "Not Applicable" in the remarks section.

# WCAG 2.0 Mobile Admin Software

Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	All images, form image buttons, and image map hot spots have appropriate, equivalent alternative text. Embedded multimedia is identified via accessible text.	Supports with Exceptions	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)	A descriptive text transcript is provided for non-live, Web-based audio. A text or audio description is provided for non-live, Web-based video-only.	Supports	Not Applicable; MobileAdmin has no Audio/Video components
1.2.2 Captions (Prerecorded) (Level A)	Synchronized captions are provided for non-live, Web-based video (YouTube videos, etc.).	Supports	Not Applicable; MobileAdmin has no Audio/Video components
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	A descriptive text transcript OR audio description audio track is provided for non-live, Web-based video.	Supports	Not Applicable; MobileAdmin has no Audio/Video components
1.2.4 Captions (Live) (Level AA)	Synchronized captions are provided for all live multimedia that contain audio (audio-only broadcasts, webcasts, video conferences, Flash animations, etc.).	Supports	Not Applicable; MobileAdmin has no Audio/Video components
1.2.5 Audio Description (Prerecorded) (Level AA)	Audio descriptions are provided for all video content. NOTE: Only required if the video conveys content visually that is not available in the default audio track.	Supports	Not Applicable; MobileAdmin has no Audio/Video components
1.3.1 Info and Relationships (Level A)	Semantic markup is used to designate headings, lists, and emphasized or special text. Tables are used for tabular data. Where necessary, data cells are associated with their headers. Table captions and summaries are used where appropriate.	Supports with Exceptions	The majority of controls are identifiable programmatically. The visual dashboard graph components may be hard to programmatically infer relationship.
1.3.2 Meaningful Sequence (Level A)	The reading and navigation order (determined by code order) is logical and intuitive.	Supports with Exceptions	The majority of page elements can be programmatically followed correctly. The visual dashboard graph components may be hard to programmatically represent to the user.

# WCAG 2.0 Mobile Admin Software

Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A)	Instructions do not rely on shape, size, or visual location (e.g., “Click the square icon to continue” or “Instructions are in the right-hand column”).	Supports	All controls and reference 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)	Color is not used as the sole method of conveying content or distinguishing visual elements.	Supports	Color is not used to provide guidance or communicate information. Only for branding.
1.4.2 Audio Control (Level A)	A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays on a page for more than 3 seconds.	Supports	Not Applicable; MobileAdmin has no Audio/Video components
1.4.3 Contrast (Minimum) (Level AA)	Text and images of text have a contrast ratio of at least 4.5:1. Large text (over 18 point or 14 point bold) has a contrast ratio of at least 3:1.	Supports with Exceptions	Majority of content complies with correct ratios (14/1), however some menu items and links to not. Ratios below: Side Menu Link Text- 3.1/1 Main menu upper link text - 2.0/1 Some Section Menu - 3.8/1
1.4.4 Resize text (Level AA)	The page is readable and functional when the text size is doubled.	Supports	Text elements scale with standard browser scaling capabilities
1.4.5 Images of Text (Level AA)	If the same visual presentation can be made using text alone, an image is not used to present that text.	Supports	Not Applicable; The only image of text is the Logo for Zscaler Branding, which is excluded from this category.
2.1.1 Keyboard (Level A)	All page functionality is available using the keyboard, unless the functionality cannot be accomplished in any known way using a keyboard.	Does Not Support	Currently navigating mobile admin page is not possible via keyboard
2.1.2 No Keyboard Trap (Level A)	Keyboard focus is never locked or trapped at one particular page element ensuring that the user can navigate to and away from all navigable page elements using only a keyboard typically, by using tab and shift-tab.	Supports	Not Applicable; Currently navigating mobile admin page is not possible via keyboard, as such there are no traps.

# WCAG 2.0 Mobile Admin Software

Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A)	If a page or application has a time limit, the user is given options to turn off, adjust, or extend that time limit. This is not a requirement for real-time events (e.g., an auction), where the time limit is absolutely required, or if the time limit is longer than 20 hours.	Supports	Console will log the administrator out automatically, this is configurable between 5 and 600 minutes
2.2.2 Pause, Stop, Hide (Level A)	Automatically moving, blinking, or scrolling content that lasts longer than 5 seconds can be paused, stopped, or hidden by the user. Automatically updating content can be paused, stopped, or hidden by the user, or the user can manually control the timing of the updates.	Supports	Not Applicable; No content that does this
2.3.1 Three Flashes or Below Threshold (Level A)	No page content flashes more than three times per second unless that flashing content is sufficiently small and the flashes are of low contrast and do not contain too much red. (See general flash and red flash thresholds.)	Supports	Not Applicable; No content that does this
2.4.1 Bypass Blocks (Level A)	A link is provided to skip navigation and other page elements that are repeated across Web pages.	Supports	Not Applicable, apart from top level navigation elements, there are no repeated blocks of information.
2.4.2 Page Titled (Level A)	The Web page has a descriptive and informative page title.	Does Not Support	Page Title is static for mobile admin, and does not dynamically update for each page.
2.4.3 Focus Order (Level A)	The navigation order of links, form elements, etc., is logical and intuitive.	Does Not Support	Currently navigating mobile admin page is not possible via key-board
2.4.4 Link Purpose (In Context) (Level A)	The purpose of each link (or form image button or image map hot spot) can be determined from the link text alone or from the link text and its context (e.g., surrounding paragraph, list item, table cell, or table headers).	Supports	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.
2.4.5 Multiple Ways (Level AA)	Multiple ways are available to find other Web pages on the site—at least two of a list of related pages, table of contents, site map, site search, or list of all available Web pages.	Supports with Exceptions	Website structure is very basic. All sub pages are part of logical navigation. Top level navigation is always accessible.

# WCAG 2.0 Mobile Admin Software

Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Page headings and labels for form and interactive controls are informative. Avoid duplicating heading (e.g., “More Details”) or label text (e.g., “First Name”) unless the structure provides adequate differentiation between them.	Supports	All section groups for content, have meaningful headers
2.4.7 Focus Visible (Level AA)	It is visually apparent which page element has the current keyboard focus (i.e., as you tab through the page, you can see where you are).	Supports with Exceptions	Text fields have input focus indicators, however most selected elements do not highlight on selection.
3.1.1 Language of Page (Level A)	The language of the page is identified using the HTML lang attribute.	Does Not Support	Currently single language support. Language Attribute for dynamic adjustment is planned
3.1.2 Language of Parts (Level AA)	The language of page content that is in a different language is identified.	Does Not Support	Currently single language support. Language Attribute for dynamic adjustment is planned
3.2.1 On Focus (Level A)	When a page element receives focus, it does not result in a substantial change to the page, the spawning of a pop-up window, an additional change of keyboard focus, or any other change that could confuse or disorient the user.	Supports	No dyanmic changes occur on focus. The user must action an item to change context.
3.2.2 On Input (Level A)	When a user inputs information or interacts with a control, it does not result in a substantial change to the page, the spawning of a pop-up window, an additional change of keyboard focus, or any other change that could confuse or disorient the user unless the user is informed of the change ahead of time.	Supports	No dyanmic changes occur on focus. The user must action an item to change context.
3.2.3 Consistent Navigation (Level AA)	Navigation links that are repeated on Web pages do not change order when navigating through the site.	Supports	The same menu and navigation structure is used throughout mobile admin
3.2.4 Consistent Identification (Level AA)	Elements that have the same functionality across multiple Web pages are consistently identified. For example, a printer icon at the top of each page should always be labeled the same way.	Supports	Consistant controls and displays to users are used for each element.
3.3.1 Error Identification (Level A)	Form fields that require responses in a specific format, value, or length provide this information in a way that is readily available to assistive technology (e.g., within the element’s label or within the element’s title attribute). When form validation errors are presented, they must be available in plain text.	Supports	A validation popup is displayed to the user when a validation error occurs, and explains what went wrong.

# WCAG 2.0 Mobile Admin Software

Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Sufficient labels, cues, and instructions for required interactive elements are provided e.g., instructions, examples, properly positioned form labels, or fieldsets and legends.	Supports with Exceptions	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.
3.3.3 Error Suggestion (Level AA)	If an input error is detected (via client-side or server-side validation), provide suggestions for fixing the input.	Supports	Validation error text is not generic, and provides a description of the failure and what is expected from the user.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	If the user can change or delete legal, financial, or test data, those changes or deletions can be reversed, verified, or confirmed.	Supports	All historical data is retained. Additionally users are required to confirm for the deletion, or change of settings.
4.1.1 Parsing (Level A)	Significant HTML/XHTML validation/parsing errors are avoided.	Supports	Page and tag structure is compliant and consistent.
4.1.2 Name, Role, Value (Level A)	User interface components have their name and role available to assistive technology. The values (including states and properties) of interface components that can be changed by the user are also available to assistive technology	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.

# WCAG 2.0 Electronic Support Documentation

Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	All images, form image buttons, and image map hot spots have appropriate, equivalent alternative text. Embedded multimedia is identified via accessible text.	Supports	For images used in help.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	A descriptive text transcript is provided for non-live, Web-based audio. A text or audio description is provided for non-live, Web-based video-only.	Supports	Not Applicable; Z App/Mobile Admin support does not use videos or audio
1.2.2 Captions (Prerecorded) (Level A)	Synchronized captions are provided for non-live, Web-based video (YouTube videos, etc.).	Supports	Not Applicable; Z App/Mobile Admin support does not use videos or audio
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	A descriptive text transcript OR audio description audio track is provided for non-live, Web-based video.	Supports	Not Applicable; Z App/Mobile Admin support does not use videos or audio
1.2.4 Captions (Live) (Level AA)	Synchronized captions are provided for all live multimedia that contain audio (audio-only broadcasts, webcasts, video conferences, Flash animations, etc.).	Supports	Not Applicable; Z App/Mobile Admin support does not use videos or audio
1.2.5 Audio Description (Prerecorded) (Level AA)	Audio descriptions are provided for all video content. NOTE: Only required if the video conveys content visually that is not available in the default audio track.	Supports	Not Applicable; Z App/Mobile Admin support does not use videos or audio
1.3.1 Info and Relationships (Level A)	Semantic markup is used to designate headings, lists, and emphasized or special text. Tables are used for tabular data. Where necessary, data cells are associated with their headers. Table captions and summaries are used where appropriate.	Supports	Z App/Mobile Admin Support pages are simple text based using standard elements.
1.3.2 Meaningful Sequence (Level A)	The reading and navigation order (determined by code order) is logical and intuitive.	Supports	Z App/Mobile Admin Support pages are simple text based using standard elements which read uniformly.

# WCAG 2.0 Electronic Support Documentation

Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A)	Instructions do not rely on shape, size, or visual location (e.g., “Click the square icon to continue” or “Instructions are in the right-hand column”).	Supports	All controls and reference 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)	Color is not used as the sole method of conveying content or distinguishing visual elements.	Supports	Color is not used to provide guidance or communicate information. Only for branding.
1.4.2 Audio Control (Level A)	A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays on a page for more than 3 seconds.	Supports	Not Applicable; Z App/Mobile Admin support does not use videos or audio
1.4.3 Contrast (Minimum) (Level AA)	Text and images of text have a contrast ratio of at least 4.5:1. Large text (over 18 point or 14 point bold) has a contrast ratio of at least 3:1.	Supports with Exceptions	Header and main body text complies. Blue links in the page have a ratio of 3.1/1
1.4.4 Resize text (Level AA)	The page is readable and functional when the text size is doubled.	Supports	Text elements scale with standard browser scaling capabilities
1.4.5 Images of Text (Level AA)	If the same visual presentation can be made using text alone, an image is not used to present that text.	Supports with Exceptions	Images in help documents can visually represent text to show a screenshot to the user. However the alt text will describe the image.
2.1.1 Keyboard (Level A)	All page functionality is available using the keyboard, unless the functionality cannot be accomplished in any known way using a keyboard.	Does Not Support	Navigating Z App/Mobile Admin support is not possible via keyboard
2.1.2 No Keyboard Trap (Level A)	Keyboard focus is never locked or trapped at one particular page element ensuring that the user can navigate to and away from all navigable page elements using only a keyboard typically, by using tab and shift-tab.	Supports	Not Applicable; Navigating Z App/Mobile Admin support is not possible via keyboard, as such there are no keyboard traps.

# WCAG 2.0 Electronic Support Documentation

Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A)	If a page or application has a time limit, the user is given options to turn off, adjust, or extend that time limit. This is not a requirement for real-time events (e.g., an auction), where the time limit is absolutely required, or if the time limit is longer than 20 hours.	Supports	Not Applicable; there are no timers associated with the help article page
2.2.2 Pause, Stop, Hide (Level A)	Automatically moving, blinking, or scrolling content that lasts longer than 5 seconds can be paused, stopped, or hidden by the user. Automatically updating content can be paused, stopped, or hidden by the user, or the user can manually control the timing of the updates.	Supports	Not Applicable; No content that does this
2.3.1 Three Flashes or Below Threshold (Level A)	No page content flashes more than three times per second unless that flashing content is sufficiently small and the flashes are of low contrast and do not contain too much red. (See general flash and red flash thresholds.)	Supports	Not Applicable; No content that does this
2.4.1 Bypass Blocks (Level A)	A link is provided to skip navigation and other page elements that are repeated across Web pages.	Supports	Not Applicable, apart from top level navigation elements, there are no repeated blocks of information.
2.4.2 Page Titled (Level A)	The Web page has a descriptive and informative page title.	Supports	Title attribute will display the current page and article the user is on.
2.4.3 Focus Order (Level A)	The navigation order of links, form elements, etc., is logical and intuitive.	Does Not Support	Navigating Z App/Mobile Admin support is not possible via keyboard
2.4.4 Link Purpose (In Context) (Level A)	The purpose of each link (or form image button or image map hot spot) can be determined from the link text alone or from the link text and its context (e.g., surrounding paragraph, list item, table cell, or table headers).	Supports	Links describe their purpose in link text
2.4.5 Multiple Ways (Level AA)	Multiple ways are available to find other Web pages on the site—at least two of a list of related pages, table of contents, site map, site search, or list of all available Web pages.	Supports	Help articles can be manually navigated, searched, and also via an index.

# WCAG 2.0 Electronic Support Documentation

Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Page headings and labels for form and interactive controls are informative. Avoid duplicating heading (e.g., “More Details”) or label text (e.g., “First Name”) unless the structure provides adequate differentiation between them.	Supports	All section groups for content, have meaningful headers
2.4.7 Focus Visible (Level AA)	It is visually apparent which page element has the current keyboard focus (i.e., as you tab through the page, you can see where you are).	Supports	This only applies to the search field, and is compliant.
3.1.1 Language of Page (Level A)	The language of the page is identified using the HTML lang attribute.	Does Not Support	Currently single language support. Language Attribute for dynamic adjustment is planned
3.1.2 Language of Parts (Level AA)	The language of page content that is in a different language is identified.	Does Not Support	Currently single language support. Language Attribute for dynamic adjustment is planned
3.2.1 On Focus (Level A)	When a page element receives focus, it does not result in a substantial change to the page, the spawning of a pop-up window, an additional change of keyboard focus, or any other change that could confuse or disorient the user.	Supports	No dyanmic changes occur on focus. The user must action an item to change context.
3.2.2 On Input (Level A)	When a user inputs information or interacts with a control, it does not result in a substantial change to the page, the spawning of a pop-up window, an additional change of keyboard focus, or any other change that could confuse or disorient the user unless the user is informed of the change ahead of time.	Supports	No dyanmic changes occur on focus. The user must action an item to change context.
3.2.3 Consistent Navigation (Level AA)	Navigation links that are repeated on Web pages do not change order when navigating through the site.	Supports	The same menu and navigation structure is used throughout help articles
3.2.4 Consistent Identification (Level AA)	Elements that have the same functionality across multiple Web pages are consistently identified. For example, a printer icon at the top of each page should always be labeled the same way.	Supports	Consistant controls and displays to users are used for each element.

# WCAG 2.0 Electronic Support Documentation

Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A)	Form fields that require responses in a specific format, value, or length provide this information in a way that is readily available to assistive technology (e.g., within the element's label or within the element's title attribute). When form validation errors are presented, they must be available in plain text.	Supports	There are no timers associated with the help article page
3.3.2 Labels or Instructions (Level A)	Sufficient labels, cues, and instructions for required interactive elements are provided e.g., instructions, examples, properly positioned form labels, or fieldsets and legends.	Supports	Not Applicable, aside from the Search field, there are no other fields
3.3.3 Error Suggestion (Level AA)	If an input error is detected (via client-side or server-side validation), provide suggestions for fixing the input.	Supports	Not Applicable, there are no validation fields in the help text
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	If the user can change or delete legal, financial, or test data, those changes or deletions can be reversed, verified, or confirmed.	Supports	Not Applicable, there are no volatile settings actionable to the users of the help pages
4.1.1 Parsing (Level A)	Significant HTML/XHTML validation/parsing errors are avoided.	Supports	Page and tag structure is compliant and consistent.
4.1.2 Name, Role, Value (Level A)	User interface components have their name and role available to assistive technology. The values (including states and properties) of interface components that can be changed by the user are also available to assistive technology	Supports	All controls are standard and easy to determine programatically.

# US 508: Chapter 6: Support Documentation and Services

Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Requires documentation to list and explain how to use the ICT features listed under the 255/508 technical requirements. Requires also documentation to explain built-in accessibility features as well as accessibility features' compatibility with assistive technology.	Does Not Support	No document exists explaining the features available
602.4 Alternative Formats for Non-Electronic Support Documentation	Requires that where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities must be provided upon request.	Does Not Support	Currently all help documentation is electronic
603.2 Information on Accessibility and Compatibility Features	Requires ICT support services to include information on accessibility and compatibility features.	Does Not Support	No document exists explaining the features available
603.3 Accommodation of Communication Needs	Requires ICT support services to accommodate the communication needs of individuals with disabilities.	Supports	Help is available by help desk portal in text, and also via phone.