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 Private Access (Commercial)

Report Date: August 1, 2021

Product Description: Zscaler Private Access (ZPA™) Commercial provides seamless and secure remote access to internal applications, regardless of where they exist, and without placing users on the corporate network. The cloud service requires no complex remote access VPN gateway appliances, and uses cloud-hosted policies to authenticate access and route traffic to the application located nearest the user.a complete security stack as a service from the cloud.

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Notes: Conformance according to the W3C: If there is no content to which a success criterion applies, the success criterion is satisfied. In this case where we conform due to no content we have marked "Supports" – and noted "Not Applicable" in the remarks section.

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	Exception: The health dashboard does not have text equivalents for object status

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	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	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	No Audio/Video components.

1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Supports	Tooltips are implemented.

● 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)	Supports	All data is represented in the same manner without affecting its meaning or the context until configured manually.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Health dashboard as a visual interface does rely on shape visual location.
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)	Partially Supports	The health dashboard and diagnostics use colored icons to convey status.
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	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	Navigation can be achieved through the "Tab " button, along with the focus order.

2.1.2 No Keyboard Trap (Level A)
 Also applies to:
 Revised Section 508
     ● 501 (Web)(Software)
     ● 504.2 (Authoring Tool)
     ● 602.3 (Support Docs)
	Partially Supports	There are no keyboard traps except for areas in which it is not immediately apparent what control is in focus.

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	There are no timeouts except for the application inactivity timeout present for security which is adjustable in 5 minute increments.

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 flashes.

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
	Supports	The toolbar menu can be used to skip navigation and other page elements that are repeated across Web pages.

2.4.2 Page Titled (Level A) Also applies to:	Supports	Every web page has a descriptive title.

Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 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)	Supports	Focus order can be achieved through the "Tab " button.
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)	Partially Supports	For the primary configuration links, this is largely compliant. Within some of the reporting and dashboard components, it is not immediately apparent what the link does (in most cases it drills down / filters the subsequent screen)
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)	Supports	The language of the page is identifiable using the HTML lang attribute.
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	When a page element receives focus, or any other change it does not initiate anything that could confuse or disorient the user.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Supports	Changing a user interface component does not automatically cause a change of context in other areas of the site.

● 602.3 (Support Docs)		

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

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	There is no Live A/V.

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	There is no prerecorded A/V.

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	Some content does not support a 4.5:1 color contrast ratio.

1.4.4 Resize text (Level AA) Also applies to: Revised Section 508	Partially Supports	Browser controls for resizing the page seem to work if there is enough resolution,

● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		but we do not provide controls within the application to resize text
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)	Supports	All images are supported by a text phrase.
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	Supports	In the configuration screens, there are both top and side navigation screens all pages can be navigated via a particular link and also has a search button to navigate directly.
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 headings define their individual purpose on the page.
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	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). This does not apply on the Diagnostics page.
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
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs) – Does not apply to non-web docs
	Supports	Navigation links that are repeated on Web pages do not change order
		when navigating through the site.

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	Navigation links that are repeated on Web pages do not change order while navigating through the site until manually configured by the user.

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	Along with the "Top errors" section listing all the errors, whenever there is a error caused by the user, an hover popup message appears defining the error.

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	"Alt" attributes in all call-to-action objects and images required.
302.2 With Limited Vision	Partially Supports	Enabled with the browser assistive technologies.
302.3 Without Perception of Color	Partially Supports	"Alt" attributes in all call-to-action objects and images required, as well as an optimized color scheme.
302.4 Without Hearing	Not Applicable	No audio control.
302.5 With Limited Hearing	Not Applicable	No audio control.
302.6 Without Speech	Not Applicable	No voice over interface functionality.
302.7 With Limited Manipulation	Partially Supports	"Alt" attributes in all call-to-action objects and images required.
302.8 With Limited Reach and Strength	Partially Supports	"Alt" attributes in all call-to-action objects and images required.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Product supports tooltip features.

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

Legal Disclaimer (Company)

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.

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