

Zscaler Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Zscaler Internet Access

Report Date: August 15 2023

Product Description: Zscaler Internet Access (ZIA™) is a Secure Internet and Web Gateway delivered from the cloud. ZIA™ delivers your security stack as a service from the cloud, eliminating the cost and complexity of traditional secure web gateway approaches. By moving security to a globally distributed cloud, Zscaler brings the Internet gateway closer to the user for a faster experience. Organizations can easily scale protection to all offices or users, regardless of location, and minimize network and appliance infrastructure.

Contact Information: Zscaler Compliance Team (<mailto:compliance@Zscaler.com>)

Notes: WCAG 2.1 guidelines address accessibility of web content on desktops, laptops, tablets, and mobile devices. ZIA™ does not include a mobile device interface. For this complex system, a desktop or laptop is required.

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 / No) Level AA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)

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.x Report

Note: When reporting on conformance with the WCAG 2.x 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)	Supports	All icons have a text alternative that describes their purpose. The Dashboard graphs have titles describing content.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	No Audio/Video components.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No Audio/Video components.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No Audio/Video components.
1.3.1 Info and Relationships (Level A)	Partially Supports	Role attributes need to be assigned to the header, navigation bar, footer, and main content container.
1.3.2 Meaningful Sequence (Level A)	Supports	The page elements can be programmatically followed correctly.
1.3.3 Sensory Characteristics (Level A)	Not Applicable	
1.4.1 Use of Color (Level A)	Supports	Color is not used as the only visual means of conveying information, such as in radial dials, which also have text alternatives conveying the status (success/failure) based on iconography, color, and labels.
1.4.2 Audio Control (Level A)	Not Applicable	No Audio/Video components.
2.1.1 Keyboard (Level A)	Does Not Support	Currently, navigating is not possible via keyboard.
2.1.2 No Keyboard Trap (Level A)	Does Not Support	Currently, navigating is not possible via keyboard, thus there are no traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Does Not Support	Keyboard control/shortcuts are not supported in the UI.
2.2.1 Timing Adjustable (Level A)	Supports	Console will log the administrator out automatically; this is configurable.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	No content that pauses, stops, or hides.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	No content that flashes.
2.4.1 Bypass Blocks (Level A)	Not Applicable	
2.4.2 Page Titled (Level A)	Supports	All web pages have titles that describe their topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Partially Supports	Focus order is logical and in an order that preserves meaning and operability; however, there is no other keyboard navigation.
2.4.4 Link Purpose (In Context) (Level A)	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.
2.5.1 Pointer Gestures (Level A 2.1 only)	Does Not Support	The UI does not interpret pointer actions.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	The down-event of the mouse pointer is not used to execute any part of the function.
2.5.3 Label in Name (Level A 2.1 only)	Supports	
2.5.4 Motion Actuation (Level A 2.1 only)	Does Not Support	It is not possible to activate settings in the UI by motion or gestures.
3.1.1 Language of Page (Level A)	Supports	Language option can be selected as default at the login page.
3.2.1 On Focus (Level A)	Supports	No dynamic changes of context occur when any component receives focus. The user must act on an item to change context.
3.2.2 On Input (Level A)	Supports	Changing a user interface component does not automatically cause a change of context in other areas of the site.
3.3.1 Error Identification (Level A)	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)	Partially 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)	Supports	Page and tag structure is compliant and consistent.
4.1.2 Name, Role, Value (Level A)	Supports	Most controls used are standard, compliant controls. In the event that a custom control is used, for example, the toggle setting, 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)	Not Applicable	No live audio presented on the platform.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	No pre-recorded videos on the platform.
1.3.4 Orientation (Level AA 2.1 only)	Does Not Support	Zscaler Internet Access UI is complex and data intensive. There are several features and functions which are not designed to be managed from mobile devices.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	All the form input fields have a label along with a tooltip to provide additional information about the field.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Some content does not support a 4.5:1 color contrast ratio.
1.4.4 Resize text (Level AA)	Supports	Text size can be altered via browser.
1.4.5 Images of Text (Level AA)	Supports	No concrete images on the platform; every image is supported by text.
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	ZIA™ AdminUI was not designed to be accessed by a mobile browser. For browsers on desktops, the vast majority of pages in the AdminUI do not require users to scroll horizontally.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	All the tooltips are implemented adhering to the requirements mentioned in this section.
2.4.5 Multiple Ways (Level AA)	Supports	Navigation on the platform is achieved through multiple ways, through the search option and also through keyboard navigation.
2.4.6 Headings and Labels (Level AA)	Supports	Every heading has a defined purpose.
2.4.7 Focus Visible (Level AA)	Not Applicable	Since there is no keyboard navigation the focus is implemented with the mouse.
3.1.2 Language of Parts (Level AA)	Supports	Multiple languages are supported.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA)	Supports	The navigation remains constant throughout the platform, until programmatically changed.
3.2.4 Consistent Identification (Level AA)	Supports	Each component with the same functionality is represented in the same manner.
3.3.3 Error Suggestion (Level AA)	Supports	An error is displayed to the user when a validation error occurs and explains what went wrong.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	All historical data is retained. Additionally, users are required to confirm for the deletion or change of settings.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	UI displays various status messages (Success, Warning, Error, Notify) based on the user interaction

Table 3: Success Criteria, WCAG 2.1 Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.3.6 Identify Purpose (Level AAA 2.1 only)	Does Not Support	The UI does not allow user-configurable symbol or icon markups.
2.2.6 Timeouts (Level AAA 2.1 only)	Partially Support	With the use of an IdP, the UI can adhere to a session timeout setting for user inactivity. Users must log back in after the application session timeout. There is no loss of data, only config settings unless activated prior to session termination.
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Not Applicable	The UI makes no use of animation.
2.5.5 Target Size (Level AAA 2.1 only)	Partially Support	There are certain action items in the UI which are icon + text and the rest are just icons
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Partially Supports	Concurrent functions are limited to mouse and touch-screen monitors.

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	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	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 interfaces functionality.
302.7 With Limited Manipulation	Supports	"Alt" attributes in all call-to-action objects and images required.
302.8 With Limited Reach and Strength	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	Not Applicable	
602.3 Electronic Support Documentation	Supports	The ZIA platform has an inline help portal which has text, audio, and video content.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Product documentation is presented in electronic format only.
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)

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