

VPAT

Voluntary Product
Accessibility Template

Zscaler Internet Access –
Government



March 2018

Product Information and Scope

Name of Product	Zscaler Internet Access – Government
Product Description	Zscaler Internet Access (ZIA™) Government is a Secure Internet and Web Gateway delivered from the cloud. ZIA™ Government 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.
URL	http://www.zscaler.com
Date of Last Evaluation	1-Mar-18
Completed by	Priyanka Pani, Product Manager and Jasbir Kaushal, Director of Engineering
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	Vice President Global Government and Compliance
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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 http://www.w3.org/TR/WCAG20/
	Revised Section 508 Chapter 6 as published in 2017, at http://www.Section508.gov
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.

WCAG 2.0 ZIA 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	Where logos reside in te UI there is no alternative text for each of those components
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.	Does Not Support	
1.2.2 Captions (Prerecorded) (Level A)	Synchronized captions are provided for non-live, Web-based video (YouTube videos, etc.).	Does Not Support	
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
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, no live videos
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
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	Role attributes need to be assigned to the header, navigation bar, footer and main content container
1.3.2 Meaningful Sequence (Level A)	The reading and navigation order (determined by code order) is logical and intuitive.	Supports	
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	Not Applicable
1.4.1 Use of Color (Level A)	Color is not used as the sole method of conveying content or distinguishing visual elements.	Supports	

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Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
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
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	The majority of components comply with contrast requirements. Some menu items are 3.4/1 in ratio.
1.4.4 Resize text (Level AA)	The page is readable and functional when the text size is doubled.	Supports	
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
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	
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.	Does Not Support	Only feature to be supported in the future would be to use escape to close modals or dialog boxes.
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	
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	Infinite scrolling feature exists.
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	
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

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Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A)	The Web page has a descriptive and informative page title.	Supports	
2.4.3 Focus Order (Level A)	The navigation order of links, form elements, etc., is logical and intuitive.	Supports with Exceptions	Focus order is logical, however as there is no keyboard navigation, this does not apply.
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	Help links and tool tips are provided.
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	Links from different reports and configuration pages when a report is run on specific settings.
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	
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	Some of the older forms lack focus indicators.
3.1.1 Language of Page (Level A)	The language of the page is identified using the HTML lang attribute.	Does Not Support	Improvement plan includes lang attribute in HTML.
3.1.2 Language of Parts (Level AA)	The language of page content that is in a different language is identified.	Supports	Not Applicable
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	
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	
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	

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Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
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	Same icon is used consistently across multiple pages to support functionality.
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	
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	
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	
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	
4.1.1 Parsing (Level A)	Significant HTML/XHTML validation/parsing errors are avoided.	Supports	
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	Does Not Support	

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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.	Does Not Support	
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.	Does Not Support	
1.2.2 Captions (Prerecorded) (Level A)	Synchronized captions are provided for non-live, Web-based video (YouTube videos, etc.).	Does Not Support	
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
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, no live videos.
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.	Does Not Support	
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	
1.3.2 Meaningful Sequence (Level A)	The reading and navigation order (determined by code order) is logical and intuitive.	Supports	
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	
1.4.1 Use of Color (Level A)	Color is not used as the sole method of conveying content or distinguishing visual elements.	Supports	

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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
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	Contrast ratios are not consistent with the recommendations.
1.4.4 Resize text (Level AA)	The page is readable and functional when the text size is doubled.	Supports	
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	
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	
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.	Does Not Support	
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
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
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	
2.4.1 Bypass Blocks (Level A)	A link is provided to skip navigation and other page elements that are repeated across Web pages.	Does Not Support	

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2.4.2 Page Titled (Level A)	The Web page has a descriptive and informative page title.	Supports	
2.4.3 Focus Order (Level A)	The navigation order of links, form elements, etc., is logical and intuitive.	Supports	
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	
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	
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	
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).	Does Not Support	
3.1.1 Language of Page (Level A)	The language of the page is identified using the HTML lang attribute.	Supports	
3.1.2 Language of Parts (Level AA)	The language of page content that is in a different language is identified.	Supports	Not Applicable
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	
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	Not Applicable

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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 with Exceptions	For the same help category the order of the navigation links are maintained. When the category changes, the order may change.
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	
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.	Not Applicable	
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
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
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
4.1.1 Parsing (Level A)	Significant HTML/XHTML validation/parsing errors are avoided.	Supports	Not Applicable
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	Does Not Support	

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.	Supports	Not applicable
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	
603.2 Information on Accessibility and Compatibility Features	Requires ICT support services to include information on accessibility and compatibility features.	Does Not Support	
603.3 Accommodation of Communication Needs	Requires ICT support services to accommodate the communication needs of individuals with disabilities.	Supports	Email, Phone and Chat