

VPAT

Voluntary Product
Accessibility Template

Zscaler App (ZAPP)



March 2018

Product Information and Scope

| | |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of Product | Zscaler App (ZAPP™) |
| Product Description | Zscaler App (ZAPP™) delivers security for all of your remote users, regardless of device type or OS. Zscaler App simplifies the enforcement of security and policy control from the Zscaler Cloud. You can enable security policies that truly follow the user, without the hassle of managing agents or PAC files to different endpoints. |
| URL | http://www.zscaler.com |
| 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 |
| | skovac@zscaler.com |
| 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 the case where we conform due to no content we have marked "Supports" – and noted "Not Applicable" in the remarks section. |

WCAG 2.0 ZAPP 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 | Most controls have text describing their purpose, except for the logout button, and the menu button. These are image only controls. |
| 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 does not contain any video 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 does not contain any video 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 does not contain any video 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 does not contain any video 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 does not contain any video 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 with Exceptions | Z App Has a simple logical flow, with a 2 level structure. Navigation from one of the top four main elements cannot proceed deeper. Programmatically, there is no API to drive a third party application to detect relationships between elements. |
| 1.3.2 Meaningful Sequence (Level A) | The reading and navigation order (determined by code order) is logical and intuitive. | Supports with Exceptions | Z App Has a simple logical flow, with a 2 level structure. Navigation from one of the top four main elements cannot proceed deeper. Programmatically, there is no API to drive a third party application to detect relationships between elements. |
| 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 |

WCAG 2.0 ZAPP Software

| Criteria | Success Criterion Description | Conformance Level | Remarks and Explanations |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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. Error messages will display in Red, however the error text also indicates the issue. |
| 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 Does not contain any video 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 | Majority of text complies, side menu links are 2.4 |
| 1.4.4 Resize text (Level AA) | The page is readable and functional when the text size is doubled. | Does Not Support | Application Window can scale, but text elements do not. |
| 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, there are no image based text items. |
| 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. | Supports with Exceptions | Keyboard navigation is possible with Z App. |
| 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 | There are no keyboard traps. |
| 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 with Exceptions | The only timed components in the application relate to admin policy, for example forcing the user to re-authenticate. The interval is configurable, but by the administrator and not the user, as it is policy based. |
| 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 |

WCAG 2.0 ZAPP Software

| Criteria | Success Criterion Description | Conformance Level | Remarks and Explanations |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------------------------------------------------------------------------------------|
| 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, there are no repeated blocks of content |
| 2.4.2 Page Titled (Level A) | The Web page has a descriptive and informative page title. | Supports | Not applicable, the desktop application has no page title based content, It is largely a single view application. |
| 2.4.3 Focus Order (Level A) | The navigation order of links, form elements, etc., is logical and intuitive. | Supports with Exceptions | Keyboard based navigation works for the majority of controls however some are currently skipped. |
| 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 intended function. |
| 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 | Not applicable, as a single view application, with only one level of navigation, this does not apply. |
| 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 | Sections within the app are divided logically. |
| 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 | Controls that require input will visibly indicate their focus. |
| 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 dynamic 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 dynamic changes occur on focus. The user must action an item to change context. |

WCAG 2.0 ZAPP Software

| Criteria | Success Criterion Description | Conformance Level | Remarks and Explanations |
|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 Zapp |
| 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 | Consistent 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 with Exceptions | Failures on input are described to the user with a description of what failed. For example a bad password. The exception is the disable/exit application password, which only indicates a red field, no text error. |
| 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 | Most controls are clear in their purpose. The exception is the logout button, which is graphical only. |
| 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 | Not applicable, there are no volatile settings actionable to the users of Z App |
| 4.1.1 Parsing (Level A) | Significant HTML/XHTML validation/parsing errors are avoided. | Supports | Not applicable, as it is a native windows application, there is no parsing available of elements on the application window |
| 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 | Not applicable, as it is a native windows application, there is no parsing available of elements on the application window |

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. | 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.). | 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. | 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.). | 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. | 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. |
| 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 |

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| Criteria | Success Criterion Description | Conformance Level | Remarks and Explanations |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| 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. | 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. | Not Applicable | Navigating Z App/Mobile Admin support is not possible via keyboard, as such there are no keyboard traps. |
| 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. | 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. | Not Applicable | No content that does this |

WCAG 2.0 Electronic Support Documentation

| Criteria | Success Criterion Description | Conformance Level | Remarks and Explanations |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------|
| 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.) | 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. | 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 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 | 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. |
| 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 |

WCAG 2.0 Electronic Support Documentation

| Criteria | Success Criterion Description | Conformance Level | Remarks and Explanations |
|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------|
| 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 dynamic 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 dynamic 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 | Consistent 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. | Not Applicable | 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. | 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. | 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. | 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 programmatically. |

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. |