# Zoom Video Communications Accessibility Conformance Report

## International Edition

**VPAT® Version 2.3 – December 2018**

**Name of Product/Version:** Zoom Product Web Pages (administrative and support pages)

**Product Description:** Zoom administrative web pages consist of Account Users Management user interfaces, which allow users to start and join meetings, as well as manage personal profile and some of their own meeting settings; Account Administrators Management user interfaces, which allow the administrator to add, remove and edit users, as well as managing advanced features like API, SSO, and Meeting Connector; and Account Owners user interfaces, which allow the account owner to add, remove, and edit administrators, and restrict billing settings to only themselves.

**Date:** June 4, 2020

**Contact information:** access@zoom.us

**Notes:**

**Evaluation Methods Used:** The following testing was done on Chrome v78.0 with WAVE Extension for WCAG 2.1 compliance and WebAIM for section 508 compliance, Firefox v70.0 with FireEyes for WAI-ARIA and Internet Explorer v11 on Windows 10 with NV Access's NVDA screen reader v2019.1, JAWS v18.2, Microsoft's Accessibility Display options (Filter keys and Display/Contrast settings) and standard Keyboard, on Safari on macOS 10. 14 (Mojave) with Apples' Accessibility Display options (invert colors, use grayscale, color settings, contrast settings and transparency settings), Zoom options, VoiceOver options and standard Keyboard.

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# 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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/ | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/ | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No ) |
| Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017<br>Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018 | (Yes) |
| EN 301 549  Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V2.1.2 (2018-08) at<br>https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.01.02_60/en_301549v020102p.pdf | (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.
- **Supports with Exceptions**: 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

Tables 1 and 2 also document conformance with:

- EN 301 549:  Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.1.1 (Web)<br>• 10.1.1.1 (Non-web document)<br>• 11.1.1.1.1 (Open Functionality Software)<br>• 11.1.1.1.2 (Closed Functionality Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages provide text-alternatives to non-text content such as buttons, and graphics. Programmatic labeling techniques such as aria-labels and alt-text, are used to allow assistive technologies users to decipher the nature and purpose of non-text content. |
| **1.2.1 Audio-only and Video-only (Prerecorded)** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.2.1 (Web)<br>• 10.1.2.1 (Non-web document)<br>• 11.1.2.1.1 (Open Functionality Software)<br>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages do not have multimedia content.<br><br>Zoom's web pages hosts recorded meetings. Those recordings may be captioned using Zoom's meeting client. Users can assign a dedicated participant to type closed captioning, add a 3$^{rd}$ party closed captioning provider, or use automatic transcriptions.<br><br>Zoom's support pages have embedded YouTube videos that provide instructional videos. Those videos are fully captioned and equivalent textual instructions are also provided on the website. Zoom support pages also host recorded webinar training. Those recordings are only transcribed with automated transcriptions. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.2 Captions (Prerecorded)** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<ul><li>9.1.2.2 (Web)</li><li>10.1.2.2 (Non-web document)</li><li>11.1.2.2 (Open Functionality Software)</li><li>11.1.2.2 (Closed Software) – Does not apply</li><li>11.8.2 (Authoring Tool)</li><li>12.1.2 (Product Docs)</li><li>12.2.4 (Support Docs)</li></ul>Revised Section 508<ul><li>501 (Web)(Software)</li><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs)</li></ul> | **Administrative site:** Supports<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages do not have multimedia content.<br><br>Zoom's web pages hosts recorded meetings. Those recordings may be captioned using Zoom's meeting client. Users can assign a dedicated participant to type closed captioning, add a 3$^{rd}$ party closed captioning provider, or use automatic transcriptions.<br><br>Zoom's support pages have embedded YouTube videos that provide instructional videos. Those videos are fully captioned and equivalent textual instructions are also provided on the website. Zoom support pages also host recorded webinar training. Those recordings are only transcribed with automated transcriptions. |
| **1.2.3 Audio Description or Media Alternative (Prerecorded)** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<ul><li>9.1.2.3 (Web)</li><li>10.1.2.3 (Non-web document)</li><li>11.1.2.3.1 (Open Functionality Software)</li><li>11.1.2.3.2 (Closed Software)</li><li>11.8.2 (Authoring Tool)</li><li>12.1.2 (Product Docs)</li><li>12.2.4 (Support Docs)</li></ul>Revised Section 508<ul><li>501 (Web)(Software)</li><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs)</li></ul> | **Administrative site:** Supports<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages do not have multimedia content.<br><br>Zoom's web pages hosts recorded meetings. Those recordings may be captioned using Zoom's meeting client. Users can assign a dedicated participant to type closed captioning, add a 3$^{rd}$ party closed captioning provider, or use automatic transcriptions.<br><br>Zoom's support pages have embedded YouTube videos that provide instructional videos. Those videos do not require audio descriptions as equivalent textual instructions are also provided on the website. Zoom support pages also host recorded webinar training videos. Those recordings are only transcribed with automated transcriptions and do not provide audio descriptions |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.3.1 Info and Relationships** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.3.1 (Web)<br>• 10.1.3.1 (Non-web document)<br>• 11.1.3.1.1 (Open Functionality Software)<br>• 11.1.3.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages programmatically present the visual structure, context, and relationships between elements to assistive technologies.<br><br>The following techniques are used:<br>• Heading elements (h1-h6) are used to communicate content structure<br>• Id and headers attributes are used to associate data cells with header cells in data tables.<br>• Label elements are used to associate text labels with form controls.<br>• List elements (ol, ul, and dl) are used to semantically group elements together<br>• Scope attributes are used to associate header cells and data cells in data tables.<br>• ARIA landmarks are used to programmatically group relevant regions. |
| **1.3.2 Meaningful Sequence** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.3.2 (Web)<br>• 10.1.3.2 (Non-web document)<br>• 11.1.3.2.1 (Open Functionality Software)<br>• 11.1.3.2.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages employ a tab order that is logical and follows the visual order of elements. Ordering in the Document Object Model matches the visual order. |
| **1.3.3 Sensory Characteristics** (Level A)<br>Also applies to:<br>EN 301 549 Criteria | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages do not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound to convey |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 9.1.3.3 (Web)<br>• 10.1.3.3 (Non-web document)<br>• 11.1.3.3 (Open Functionality Software)<br>• 11.1.3.3 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | information about content and elements. |
| **1.4.1 Use of Color** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.1 (Web)<br>• 10.1.4.1 (Non-web document)<br>• 11.1.4.1 (Open Functionality Software)<br>• 11.1.4.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages convey information without solely using color differences. |
| **1.4.2 Audio Control** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.2 (Web)<br>• 10.1.4.2 (Non-web document)<br>• 11.1.4.2 (Open Functionality Software)<br>• 11.1.4.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages do not have automatically played audio. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | |
| **2.1.1 Keyboard** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.1.1 (Web)<br>• 10.2.1.1 (Non-web document)<br>• 11.2.1.1.1 (Open Functionality Software)<br>• 11.2.1.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages and support pages provide keyboard support to the majority of elements.<br>**Exceptions include:**<br>• The profile menu button in the support page is not keyboard accessible |
| **2.1.2 No Keyboard Trap** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.1.2 (Web)<br>• 10.2.1.2 (Non-web document)<br>• 11.2.1.2 (Open Functionality Software)<br>• 11.2.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages allow for keyboard navigation throughout the application without keyboard trap. |
| **2.1.4 Character Key Shortcuts** (Level A 2.1 only) | **Administrative site:** Not applicable | Zoom's administrative web pages and support pages do |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| Also applies to:<br>EN 301 549 Criteria<br>• 9.2.1.4 (Web)<br>• 10.2.1.4 (Non-web document)<br>• 11.2.1.4.1 (Open Functionality Software)<br>• 11.2.1.4.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Help Center:** Not applicable | not support keyboard shortcuts |
| **2.2.1 Timing Adjustable** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.2.1 (Web)<br>• 10.2.2.1 (Non-web document)<br>• 11.2.2.1 (Open Functionality Software)<br>• 11.2.2.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages do not have time-limited content. |
| **2.2.2 Pause, Stop, Hide** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.2.2 (Web)<br>• 10.2.2.2 (Non-web document)<br>• 11.2.2.2 (Open Functionality Software)<br>• 11.2.2.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages do not have content that automatically move, blink, scroll, or auto- update. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | |
| **2.3.1 Three Flashes or Below Threshold** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.3.1 (Web)<br>• 10.2.3.1 (Non-web document)<br>• 11.2.3.1 (Open Functionality Software)<br>• 11.2.3.1(Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages do not have flashing content. |
| **2.4.1 Bypass Blocks** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.1 (Web)<br>• 10.2.4.1 (Non-web document) – Does not apply<br>• 11.2.4.1 (Open Functionality Software) – Does not apply<br>• 11.2.4.1 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages support "Skip to main content" links. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.2 Page Titled** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.2 (Web)<br>• 10.2.4.2 (Non-web document)<br>• 11.2.4.2 (Open Functionality Software) - Does not apply<br>• 11.2.4.2 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages are titled to convey the meaning of the page |
| **2.4.3 Focus Order** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.3 (Web)<br>• 10.2.4.3 (Non-web document)<br>• 11.2.4.3 (Open Functionality Software)<br>• 11.2.4.3 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages provide a focus order that is consistent with the visual order of the application. |
| **2.4.4 Link Purpose (In Context)** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.4 (Web)<br>• 10.2.4.4 (Non-web document)<br>• 11.2.4.4 (Open Functionality Software) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages ensure that links have clear text to allow the user to understand the purpose of each link. Aria-label attributes are used to describe when necessary. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 11.2.4.4 (Closed Software<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | |
| **2.5.1 Pointer Gestures** (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.5.1 (Web)<br>• 10.2.5.1 (Non-web document)<br>• 11.2.5.1 (Open Functionality Software)<br>• 11.2.5.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom administrative web pages and support pages do not require any multi-point gestures in order to operate content. |
| **2.5.2 Pointer Cancellation** (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.5.2 (Web)<br>• 10.2.5.2 (Non-web document)<br>• 11.2.5.2 (Open Functionality Software)<br>• 11.2.5.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom administrative web pages and support pages do not use down-events to execute functions. |
| **2.5.3 Label in Name** (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.5.3 (Web) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages use programmatic labels that match the visual label of elements. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 10.2.5.3 (Non-web document)<br>• 11.2.5.3 (Open Functionality Software)<br>• 11.2.5.3 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | | |
| **2.5.4 Motion Actuation** (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.5.4 (Web)<br>• 10.2.5.4 (Non-web document)<br>• 11.2.5.4 (Open Functionality Software)<br>• 11.2.5.4 (Closed Software<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom administrative web pages and support pages do not contain any functionality that is triggered by gestures or by moving a device. |
| **3.1.1 Language of Page** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.1.1 (Web)<br>• 10.3.1.1 (Non-web document)<br>• 11.3.1.1.1 (Open Functionality Software)<br>• 11.3.1.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom administrative web pages and support pages support the "lang" HTML tag to help assistive technologies identify the language of the page. |
| **3.2.1 On Focus** (Level A)<br>Also applies to: | **Administrative site:** Supports | Zoom administrative web pages and support pages do not initiate changes of context upon the focusing of |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| EN 301 549 Criteria<br> • 9.3.2.1 (Web)<br> • 10.3.2.1 (Non-web document)<br> • 11.3.2.1 (Open Functionality Software)<br> • 11.3.2.1 (Closed Software)<br> • 11.8.2 (Authoring Tool)<br> • 12.1.2 (Product Docs)<br> • 12.2.4 (Support Docs)<br>Revised Section 508<br> • 501 (Web)(Software)<br> • 504.2 (Authoring Tool)<br> • 602.3 (Support Docs) | **Help Center:** Supports | elements. This is ensured by activating changes of context on "activate" and not on "focus". |
| **3.2.2 On Input** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br> • 9.3.2.2 (Web)<br> • 10.3.2.2 (Non-web document)<br> • 11.3.2.2 (Open Functionality Software)<br> • 11.3.2.2 (Closed Software)<br> • 11.8.2 (Authoring Tool)<br> • 12.1.2 (Product Docs)<br> • 12.2.4 (Support Docs)<br>Revised Section 508<br> • 501 (Web)(Software)<br> • 504.2 (Authoring Tool)<br> • 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom administrative web pages and support pages do not initiate changes of context upon user input. This is ensured by providing submit buttons. |
| **3.3.1 Error Identification** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br> • 9.3.3.1 (Web)<br> • 10.3.3.1 (Non-web document)<br> • 11.3.3.1.1 (Open Functionality Software)<br> • 11.3.3.1.2 (Closed Software)<br> • 11.8.2 (Authoring Tool) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom administrative web pages and support pages use form fields with automatic error detection and error messages. Client-side validation is used to add error text to the DOM. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | |
| **3.3.2 Labels or Instructions** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.3.2 (Web)<br>• 10.3.3.2 (Non-web document)<br>• 11.3.3.2 (Open Functionality Software)<br>• 11.3.3.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom administrative web pages and support pages use visible form labels that are associated with form controls. Required fields are determined programmatically and identified with appropriate labels or legends. |
| **4.1.1 Parsing** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.4.1.1 (Web)<br>• 10.4.1.1 (Non-web document)<br>• 11.4.1.1.1 (Open Functionality Software)<br>• 11.4.1.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom administrative web pages and support pages use HTML according to spec. Web pages are developed to ensure that ID attributes are unique, and that elements do not contain duplicate attributes. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **4.1.2 Name, Role, Value** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.4.1.2 (Web)<br>• 10.4.1.2 (Non-web document)<br>• 11.4.1.2.1 (Open Functionality Software)<br>• 11.4.1.2.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Most of the elements in the Zoom administrative web pages and support pages provide the necessary role, state, and value information to assistive technologies.<br>**Exceptions include:**<br>• In the Zoom Room page, the tree-view element does not provide the necessary expand/collapse announcements<br>• Tooltips fully announce their contents to screen readers but they do not adequately convey their role to assistive technologies.<br>• Several tables are not structured within HTML semantic tables.<br>• Many of the elements in the elements within the Zendesk live-chat widget do not adequately convey name, role, or value properties to assistive technologies.<br>• There are several instances where errors are not associated with the input fields |

## Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.4 Captions (Live)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.2.4 (Web)<br>• 10.1.2.4 (Non-web document)<br>• 11.1.2.4 (Open Functionality Software)<br>• 11.1.2.4 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | **Administrative site:** Not applicable<br><br>**Help Center:** Not applicable | Zoom administrative web pages and support pages do not contain live audio content. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | |
| **1.2.5 Audio Description (Prerecorded)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.2.5 (Web)<br>• 10.1.2.5 (Non-web document)<br>• 11.1.2.5 (Open Functionality Software)<br>• 11.1.2.5 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages do not have multimedia content.<br><br>Zoom's web pages hosts recorded meetings. Those recordings may be captioned using Zoom's meeting client. Users can assign a dedicated participant to type closed captioning, add a 3rd party closed captioning provider, or use automatic transcriptions.<br><br>Zoom's support pages have embedded YouTube videos and recorded webinar training videos. Videos are either fully captioned, automatically transcribed, or provide equivalent textual information on the website. However, audio descriptions are not provided for those videos. |
| **1.3.4 Orientation** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.3.4 (Web)<br>• 10.1.3.4 (Non-web document)<br>• 11.1.3.4 (Open Functionality Software)<br>• 11.1.3.4 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages do not restrict its view to a single display orientation |
| **1.3.5 Identify Input Purpose** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.3.5 (Web)<br>• 10.1.3.4 (Non-web document) | **Administrative site:** Does not support<br><br>**Help Center:** Does not support | Form fields on the Zoom administrative web pages and support pages do not yet make use of the autocomplete attribute. Zoom is incorporating this recommendation into its testing procedure and will plan to remediate existing input fields to include this attribute. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 11.1.3.5 (Open Functionality Software)<br>• 11.1.3.5 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | | |
| **1.4.3 Contrast (Minimum)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.3 (Web)<br>• 10.1.4.3 (Non-web document)<br>• 11.1.4.3 (Open Functionality Software)<br>• 11.1.4.3 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Most of the Zoom administrative web pages and support pages follow the minimal color contrast ratio for the text over the background. However, the color grey is prominently used throughout web pages. Many instances of this grey color do not meet the minimum 4.5:1 color contrast ratio. |
| **1.4.4 Resize text** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.4 (Web)<br>• 10.1.4.4 (Non-web document)<br>• 11.1.4.4.1 (Open Functionality Software)<br>• 11.1.4.4.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages use frameworks that support the resizing of text. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.5 Images of Text** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.4.5 (Web)<br>&bull; 10.1.4.5 (Non-web document)<br>&bull; 11.1.4.5.1 (Open Functionality Software)<br>&bull; 11.1.4.5.2 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages use text rather than images of text to present information. |
| **1.4.10 Reflow** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.4.10 (Web)<br>&bull; 10.1.4.10 (Non-web document)<br>&bull; 11.1.4.10.1 (Open Functionality Software)<br>&bull; 11.1.4.10.2 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages do not require scrolling in two dimensions to present content without loss of information. |
| **1.4.11 Non-text Contrast** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.4.11 (Web)<br>&bull; 10.1.4.11 (Non-web document)<br>&bull; 11.1.4.11 (Open Functionality Software)<br>&bull; 11.1.4.11 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | The product UI follows the 3:1 minimal contrast ratio for the visual presentation UI components against adjacent colors. However, the focus indicator for some elements do not meet the 3.0:1 color contrast requirement. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | | |
| **1.4.12 Text Spacing** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.12 (Web)<br>• 10.1.4.12 (Non-web document)<br>• 11.1.4.12 (Open Functionality Software)<br>• 11.1.4.12 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages support spacing changes without the loss of content. |
| **1.4.13 Content on Hover or Focus** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.13 (Web)<br>• 10.1.4.13 (Non-web document)<br>• 11.1.4.13 (Open Functionality Software)<br>• 11.1.4.13 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Administrative site:** Supports<br><br>**Help Center:** Not applicable | Zoom's administrative web pages utlize content on hover or focus which are hoverable, dismissable, and persistent.<br><br>Zoom's support pages do not utilize the on-hover technique |
| **2.4.5 Multiple Ways** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.5 (Web)<br>• 10.2.4.5 (Non-web document) – Does not apply<br>• 11.2.4.5 (Open Functionality Software) – Does not apply<br>• 11.2.4.5 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom provides a sitemap (http://www.zoom.us/sitemap.xml) that provides links to all Zoom marketing and support pages.<br><br>Zoom's administrative web pages have a navigation bar that provides a list of links to reach other pages in the administrative interface. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | | |
| **2.4.6 Headings and Labels** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.6 (Web)<br>• 10.2.4.6 (Non-web document)<br>• 11.2.4.6 (Open Functionality Software)<br>• 11.2.4.6 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages provide descriptive labels and headings all throughout to help users understand the content structure of pages. |
| **2.4.7 Focus Visible** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.7 (Web)<br>• 10.2.4.7 (Non-web document)<br>• 11.2.4.7 (Open Functionality Software)<br>• 11.2.4.7 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports with exceptions<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages and support pages provide a visible focus indicator when elements receive keyboard focus.<br>**Exceptions include:**<br>• There are several instances of tab-list items that do not receive a visible focus indicator<br>• The Zendesk live chat widget contains several elements that do not receive visible focus |
| **3.1.2 Language of Parts** (Level AA)<br>Also applies to: | **Administrative site:** Supports | Zoom's administrative web pages and support pages support the HTML language attribute. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| EN 301 549 Criteria<br>• 9.3.1.2 (Web)<br>• 10.3.1.2 (Non-web document)<br>• 11.3.1.2 (Open Functionality Software) – Does not apply<br>• 11.3.1.2 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Help Center:** Supports | |
| **3.2.3 Consistent Navigation** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.2.3 (Web)<br>• 10.3.2.3 (Non-web document) – Does not apply<br>• 11.3.2.3 (Open Functionality Software) – Does not apply<br>• 11.3.2.3 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages have navigation bars that provide a list of links to reach other pages. |
| **3.2.4 Consistent Identification** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.2.4 (Web)<br>• 10.3.2.4 (Non-web document) – Does not apply<br>• 11.3.2.4 (Open Functionality Software) – Does not apply<br>• 11.3.2.4 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages are designed with product component and visual style uniformity in mind. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | | |
| **3.3.3 Error Suggestion** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.3.3 (Web)<br>• 10.3.3.3 (Non-web document)<br>• 11.3.3.3 (Open Functionality Software)<br>• 11.3.3.3 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages use form fields with automatic error detection and error descriptions. |
| **3.3.4 Error Prevention (Legal, Financial, Data)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.3.4 (Web)<br>• 10.3.3.4 (Non-web document)<br>• 11.3.3.4 (Open Functionality Software)<br>• 11.3.3.4 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support web pages ensure that users may review and correct their responses prior to submission for non-reversible actions. Pages utilize checkboxes and confirmation requests before certain forms are submitted, and confirmation messages are displayed upon successful data submission. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **4.1.3 Status Messages** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.4.1.3 (Web)<br>• 10.4.1.3 (Non-web document) – Does not apply<br>• 11.4.1.3 (Open Functionality Software) – Does not apply<br>• 11.4.1.3 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Administrative site:** Supports<br><br>**Help Center:** Not applicable | Zoom's administrative web pages utilize alerts with the "role=alert" attributes to make the status message programmatically available to assistive technologies. Zoom's support pages do not contain status messages |

# Revised Section 508 Report

Notes:

## Chapter 3: Functional Performance Criteria (FPC)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.1 Without Vision | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages and support pages provide functions that can be used by users without vision. The majority of the features and content in the product is keyboard and screen reader accessible.<br>**Exceptions include:**<br>• There are several instances where features can only be accessed with a mouse. (see 2.1.1 Keyboard)<br>• There are several instances where elements' programmatic roles or values are inadequately communicated (see 4.1.2 Name, Role, Value) |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.2 With Limited Vision | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Most of the product is accessible to users with low vision.<br>**Exceptions include**<br>• There are several instances where UI elements do not meet the minimum contrast ratio (see 1.4.3 Contrast Minimum) |
| 302.3 Without Perception of Color | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages can be used without the perception of color. |
| 302.4 Without Hearing | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages can be used without the use of hearing. |
| 302.5 With Limited Hearing | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages can be used without the use of hearing. |
| 302.6 Without Speech | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages can be fully operated without the use of speech. |
| 302.7 With Limited Manipulation | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages and support pages provide keyboard-accessible functions to ensure that the product is usable with limited manipulation.<br>**Exceptions include**<br>• There are several instances where elements are currently only accessible with a mouse (See 2.1.1 Keyboard) |
| 302.8 With Limited Reach and Strength | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages are fully functional with limited reach and strength. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages are functional for users with limited language, cognitive, and learning abilities. |

# Chapter 4: Hardware

Notes: Not Applicable

# Chapter 5: Software

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See WCAG 2.x section | See information in WCAG section |
| **502 Interoperability with Assistive Technology** | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not applicable | The product is not platform software |
| 502.2.2 No Disruption of Accessibility Features | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages do not disrupt or disable operating system accessibility features. |
| **502.3 Accessibility Services** | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Most of the controls in Zoom's administrative web pages and support pages use standard native HTML elements, and thus provide the necessary role, state, and value information to assistive technologies.<br>**Exceptions include:**<br><br>• There are several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see 4.1.2 Name, Role, Value) |
| 502.3.2 Modification of Object Information | **Administrative site:** Supports Exceptions<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages provide assistive technologies with the ability to modify states and properties of all applicable objects. |
| 502.3.3 Row, Column, and Headers | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages programmatically structure most tables using HTML table elements, with proper row header association.<br>**Exceptions include:**<br><br>• There are several instances where tables are not programmatically implemented as tables (see 4.1.2 Name, Role, Value) |
| 502.3.4 Values | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | All values can be programmatically determined by assistive technologies<br>**Exceptions include:**<br><br>• There are several instances of elements not making the value property available to assistive technologies (see 4.1.2 Name, Role, Value) |
| 502.3.5 Modification of Values | **Administrative site:** Supports | Zoom's administrative web pages allow assistive technologies to modify values of all applicable objects. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | **Help Center:** Supports | |
| 502.3.6 Label Relationships | **Administrative site:** Supports<br><br>**Help Center:** Supports | All controls are programmatically associated with their respective labels. |
| 502.3.7 Hierarchical Relationships | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports | Zoom's administrative web pages expose all parent-child relationship programmatically to assistive technologies.<br>**Exceptions Include:**<br>• In the Zoom Rooms page, the tree-view element does not provide the necessary role and state information to convey the hierarchical relationships between each tree item (see 4.1.2 Name, Role, Value) |
| 502.3.8 Text | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages ensure that all text can be programmatically determined by assistive technologies. |
| 502.3.9 Modification of Text | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages allow assistive technologies to modify all applicable texts. |
| 502.3.10 List of Actions | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages and support pages utilize HTML semantic elements to ensure that most controls programmatically expose its list of information to assistive technologies.<br>**Exceptions include:**<br>• The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value) |
| 502.3.11 Actions on Objects | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages and support pages utilize HTML semantic elements to make available actions to assistive technologies.<br>**Exceptions include:**<br>• The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value) |
| 502.3.12 Focus Cursor | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages and support pages utilize visible focus indicators throughout the application to indicate where the keyboard focus is at all times.<br>**Exceptions include:**<br>• There are several instances of tab-list items that do not receive a |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | visible focus indicator (see WCAG 2.4.7 Focus Visible) |
| 502.3.13 Modification of Focus Cursor | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages allow assistive technologies to control the focus and selection cursor on all controls. |
| 502.3.14 Event Notification | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages make notification information available to assistive technology users. |
| 502.4 Platform Accessibility Features | Not applicable | This product is not platform software |
| **503 Applications** | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages support user preferences from platform settings for color, contrast, font type, font size, and focus cursor. |
| 503.3 Alternative User Interfaces | Not applicable | The product does not provide an alternate user interface that functions as an assistive technology. |
| **503.4 User Controls for Captions and Audio Description** | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages provide controls for live captioning. |
| 503.4.2 Audio Description Controls | **Administrative site:** Does not support<br><br>**Help Center:** Does not support | The administrative web pages and support pages do not provide controls for audio descriptions |
| **504 Authoring Tools** | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter "not applicable") | See [WCAG 2.x](#) section | See information in WCAG section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable | The product does not provide authoring tools to convert content from one format to another. |
| 504.2.2 PDF Export | Not applicable | This product does not export to PDF. |
| 504.3 Prompts | **Administrative site:** Does not support<br><br>**Help Center:** Not applicable | Zoom's administrative web pages provide users to add a closed captioning provider, and automatic transcripts for recordings. However, it does not prompt content creators to provide captioning. |
| 504.4 Templates | **Administrative site:** Not applicable | Zoom's administrative web pages and support pages do not provide |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | **Help Center:** Not applicable | templates for content creation. |

## Chapter 6: Support Documentation and Services

Notes:  Full information about the accessibility of Zoom Support pages can be found on the Zoom Product Web Pages VPAT

| 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 cell – no response required |
| 602.2 Accessibility and Compatibility Features | Supports | Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page. |
| 602.3 Electronic Support Documentation | See WCAG 2.x section | See information in WCAG section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not applicable | Support documentation is provided in electronic format. |
| **603 Support Services** | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Supports | Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page. |
| 603.3 Accommodation of Communication Needs | Support | Zoom support services accommodate the diverse needs of individuals with disabilities. |

# EN 301 549 Report

Notes:

## Chapter 4: 4.2 Functional Performance Statements (FPS)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 4.2.1 Usage without vision | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages and support pages provide functions that can be used by users without vision. The majority of the features and content in the product is keyboard and screen reader accessible.<br>**Exceptions include:**<br>• There are several instances where features can only be accessed with a mouse. (see 2.1.1 Keyboard)<br>• There are several instances where elements' programmatic roles or values are inadequately communicated (see 4.1.2 Name, Role, Value) |
| 4.2.2 Usage with limited vision | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Most of the product is accessible to users with low vision.<br>**Exceptions include**<br>• There are several instances where UI elements do not meet the minimum contrast ratio (see 1.4.3 Contrast Minimum) |
| 4.2.3 Usage without perception of colour | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages can be used without the perception of color. |
| 4.2.4 Usage without hearing | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages can be used without the use of hearing. |
| 4.2.5 Usage with limited hearing | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages can be used without the use of hearing. |
| 4.2.6 Usage without vocal capability | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages can be fully operated without the use of speech. |
| 4.2.7 Usage with limited manipulation or strength | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages are fully functional with limited strength. |
| 4.2.8 Usage with limited reach | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages are fully functional with limited reach. |
| 4.2.9 Minimize photosensitive seizure triggers | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages do not contain flashing content that might trigger seizures. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 4.2.10 Usage with limited cognition | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages are functional for users with limited language, cognitive, and learning abilities. |
| 4.2.11 Privacy | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages have accessibility components that maintain the users' privacy. |

## Chapter 5: Generic Requirements

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **5.1 Closed functionality** | [Not Applicable] | Heading cell – no response required |
| **5.1.2 General** | Heading cell – no response required | Heading cell – no response required |
| **5.1.2.1 Closed functionality** | See 5.2 through 13 | See information in 5.2 through 13 |
| **5.1.2.2 Assistive technology** | See 5.1.3 through 5.1.6 | See information in 5.1.3 through 5.1.6 |
| **5.1.3 Non-visual access** | Heading cell – no response required | Heading cell – no response required |
| 5.1.3.1 General | Not applicable | The product is not closed software |
| 5.1.3.2 Auditory output delivery including speech | Not applicable | The product is not closed software |
| 5.1.3.3 Auditory output correlation | Not applicable | The product is not closed software |
| 5.1.3.4 Speech output user control | Not applicable | The product is not closed software |
| 5.1.3.5 Speech output automatic interruption | Not applicable | The product is not closed software |
| 5.1.3.6 Speech output for non-text content | Not applicable | The product is not closed software |
| 5.1.3.7 Speech output for video information | Not applicable | The product is not closed software |
| 5.1.3.8 Masked entry | Not applicable | The product is not closed software |
| 5.1.3.9 Private access to personal data | Not applicable | The product is not closed software |
| 5.1.3.10 Non-interfering audio output | Not applicable | The product is not closed software |
| 5.1.3.11 Private listening | Not applicable | The product is not closed software |
| 5.1.3.12 Speaker volume | Not applicable | The product is not closed software |
| 5.1.3.13 Volume reset | Not applicable | The product is not closed software |
| 5.1.3.14 Spoken languages | Not applicable | The product is not closed software |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 5.1.3.15 Non-visual error identification | Not applicable | The product is not closed software |
| 5.1.3.16 Receipts, tickets, and transactional outputs | Not applicable | The product is not closed software |
| 5.1.4 Functionality closed to text enlargement | Not applicable | The product is not closed software |
| 5.1.5 Visual output for auditory information | Not applicable | The product is not closed software |
| *5.1.6 Operation without keyboard interface* | Heading cell – no response required | Heading cell – no response required |
| *5.1.6.1 Closed functionality* | See 5.1.3.1 through 5.1.3.16 | See information in 5.1.3.1 through 5.1.3.16 |
| 5.1.6.2 Input focus | Not applicable | The product is not closed software |
| 5.2 Activation of accessibility features | Not applicable | The product is not closed software |
| 5.3 Biometrics | Not applicable | The product does not use biometrics |
| 5.4 Preservation of accessibility information during conversion | Not applicable | The product does not provide authoring tools to convert content from one format to another. |
| *5.5 Operable parts* | Heading cell – no response required | Heading cell – no response required |
| 5.5.1 Means of operation | Not applicable | The product is not hardware |
| 5.5.2 Operable parts discernibility | Not applicable | The product is not hardware |
| *5.6 Locking or toggle controls* | Heading cell – no response required | Heading cell – no response required |
| 5.6.1 Tactile or auditory status | Not applicable | The product is not hardware |
| 5.6.2 Visual status | Not applicable | The product is not hardware |
| 5.7 Key repeat | Not applicable | The product is not hardware |
| 5.8 Double-strike key acceptance | Not applicable | The product is not hardware |
| 5.9 Simultaneous user actions | Not applicable | The product is not hardware |

# Chapter 6: ICT with Two-Way Voice Communication

Notes: Not applicable

# Chapter 7: ICT with Video Capabilities

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **7.1 Caption processing technology** | Heading cell – no response required | Heading cell – no response required |
| 7.1.1 Captioning playback | Supports | Zoom's media player provide the ability to display closed captions. |
| 7.1.2 Captioning synchronization | Supports | Zoom's media player support the synchronization of captions with the live media. |
| 7.1.3 Preservation of captioning | Supports | Zoom's media player preserve captioning data. |
| 7.2.1 Audio description playback | Does not support | Zoom's media player does not support the playback of alternate audio description tracks |
| 7.2.2 Audio description synchronization | Does not support | Zoom's media player does not support the playback of alternate audio description tracks |
| 7.2.3 Preservation of audio description | Does not support | Zoom's media player does not support the playback of alternate audio description tracks |
| 7.3 User controls for captions and audio description | Supports with Exceptions | Zoom's media player supports control of captions but does not support the playback of alternate audio description tracks. |

# Chapter 8: Hardware

Notes: Not applicable

# Chapter 9: Web

Notes: (See WCAG section)

# Chapter 10: Non-web Documents

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **10.0 General** | Heading cell – no response required | Heading cell – no response required |
| 10.1.1.1 through 10.4.1.3 | See WCAG 2.x section | See information in WCAG section |
| 10.5 Caption positioning | Does not support | Zoom's media player does not yet support viewing of captions outside of the content area. |
| 10.6 Audio description timing | Not applicable | Zoom's media player does not contain synchronized media with audio description |

## Chapter 11: Software

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **11.0 General** | Heading cell – no response required | Heading cell – no response required |
| 11.1.1.1 through 11.4.1.3 | See WCAG 2.x section | See information in WCAG section |
| **11.5 Interoperability with assistive technology** | Heading cell – no response required | Heading cell – no response required |
| **11.5.1 Closed functionality (informative)** | Heading cell – no response required | Heading cell – no response required |
| **11.5.2 Accessibility services** | Heading cell – no response required | Heading cell – no response required |
| **11.5.2.1 Platform accessibility service support for software that provides a user interface** | See 11.3.2.5 through 11.3.2.17 | See information in 11.3.2.5 through 11.3.2.17 |
| **11.5.2.2 Platform accessibility service support for assistive technologies** | See 11.3.2.5 through 11.3.2.17 | See information in 11.3.2.5 through 11.3.2.17 |
| 11.3.2.3 Use of accessibility services | See 11.3.2.5 through 11.3.2..17 | |
| 11.3.2.4 Assistive technology | Not applicable | This product is not an assistive technology |
| 11.3.2.5 Object information | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Most of the controls in Zoom's administrative web pages and support pages use standard native HTML elements, and thus provide the necessary role, state, and value information to assistive technologies.<br>**Exceptions include:**<br>• There are several instances where |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | elements' programmatic roles or values are inadequately communicated to assistive technologies (see 4.1.2 Name, Role, Value) |
| 11.3.2.6 Row, column, and headers | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages programmatically structure most tables using HTML table elements, with proper row header association.<br>**Exceptions include:**<br><ul><li>There are several instances where tables are not programmatically implemented as tables (see 4.1.2 Name, Role, Value)</li><li>The table in the "Meeting And Webinar Comparison" support page does not have proper header semantics.</li></ul> |
| 11.3.2.7 Values | Supports with Exceptions | All values can be programmatically determined by assistive technologies<br>**Exceptions include:**<br><ul><li>There are several instances of elements not making the value property available to assistive technologies (see 4.1.2 Name, Role, Value)</li></ul> |
| 11.3.2.8 Label relationships | **Administrative site:** Supports<br><br>**Help Center:** Supports | All controls are programmatically associated with their respective labels. |
| 11.3.2.9 Parent-child relationships | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports | Zoom's administrative web pages expose all parent-child relationship programmatically to assistive technologies.<br>**Exceptions Include:**<br><ul><li>In the Zoom Rooms page, the tree-view element does not provide the necessary role and state information to convey the hierarchical relationships between each tree item (see 4.1.2 Name, Role, Value)</li></ul> |
| 11.3.2.10 Text | **Administrative site:** Supports | Zoom's administrative web pages and support |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | **Help Center:** Supports | pages ensure that all text can be programmatically determined by assistive technologies |
| 11.3.2.11 List of available actions | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages and support pages utilize HTML semantic elements to ensure that most controls programmatically expose its list of information to assistive technologies.<br>**Exceptions include:**<br>• The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value) |
| 11.3.2.12 Execution of available actions | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages and support pages utilize HTML semantic elements to make available actions to assistive technologies.<br>**Exceptions include:**<br>• The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value) |
| 11.3.2.13 Tracking of focus and selection attributes | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages and support pages utilize visible focus indicators throughout the application to indicate where the keyboard focus is at all times.<br>**Exceptions include:**<br>• There are several instances of tab-list items that do not receive a visible focus indicator (see WCAG 2.4.7 Focus Visible) |
| 11.3.2.14 Modification of focus and selection attributes | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages allow assistive technologies to control the focus and selection cursor on all controls. |
| 11.3.2.15 Change notification | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages make notification information available to assistive technology users. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 11.3.2.16 Modifications of states and properties | **Administrative site:** Supports with Exceptions<br><br>**Help Center:** Supports with Exceptions | Zoom's administrative web pages and support pages contain several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value) and thus do not afford the necessary state/property modifications. |
| 11.3.2.17 Modifications of values and text | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages allow assistive technologies to modify all applicable texts. |
| *11.4 Documented accessibility usage* | Heading cell – no response required | Heading cell – no response required |
| 11.4.1 User control of accessibility features | Not Applicable | The product is not platform software. |
| 11.4.2 No disruption of accessibility features | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages support user preferences from platform settings for color, contrast, font type, font size, and focus cursor. |
| 11.5 User preferences | **Administrative site:** Supports<br><br>**Help Center:** Supports | Zoom's administrative web pages and support pages support user preferences from platform settings for color, contrast, font type, font size, and focus cursor. |
| *11.6 Authoring tools* | Heading cell – no response required | Heading cell – no response required |
| *11.6.1 Content technology* | Heading cell – no response required | Heading cell – no response required |
| 11.6.2 Accessible content creation (if not authoring tool, enter "not applicable") | See WCAG 2.x section | See information in WCAG section |
| 11.6.3 Preservation of accessibility information in transformations | Not applicable | Zoom product web pages do not provide authoring tools to convert content from one format to another. |
| 11.6.4 Repair assistance | Does not support | Zoom product web pages do not offer accessibility repair assistance. |
| 11.6.5 Templates | Not applicable | Zoom product web pages do not provide templates for content creation. |

# Chapter 12: Documentation and Support Services

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| *12.1 Product documentation* | Heading cell – no response required | Heading cell – no response required |
| 12.1.1 Accessibility and compatibility features | Supports | Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page. |
| 12.1.2 Accessible documentation | See WCAG 2.x section | See information in WCAG section |
| *12.2 Support Services* | Heading cell – no response required | Heading cell – no response required |
| 12.2.2 Information on accessibility and compatibility features | Supports | Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page. |
| 12.2.3 Effective communication | Supports | Zoom support services accommodate the diverse needs of individuals with disabilities. |
| 12.2.4 Accessible documentation | See WCAG 2.x section | See information in WCAG section |

# Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

# Legal Disclaimer (Company)

*Include your company legal disclaimer here, if needed.*