VPAT

**Voluntary Product
Accessibility Template**

**Zscaler Private Access –
Government**

March 2018

Product Information and Scope

Name of Product	Zscaler Private Access – Government
Product Description	Zscaler Private Access (ZPA™) Government provides seamless and secure remote access to internal applications, regardless of where they exist, and without placing users on the corporate network. The cloud service requires no complex remote access VPN gateway appliances, and uses cloud-hosted policies to authenticate access and route traffic to the application located nearest the user.a complete security stack as a service from the cloud.
URL	http://www.zscaler.com
Date of Last Evaluation	1-Mar-18
Completed by	Bill Fehring, Cloud Architect
Contact for More Information	Stephen R. Kovac
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Testing Tools and Methods	Zscaler's software development team has Q&A and Testing teams in three locations across the globe that utilized hands-on keyboard operation as well as their understanding of the user interface.
Guidelines Used to Complete this VPAT	W3C WCAG 2.0 http://www.w3.org/TR/WCAG20/
	Revised Section 508 Chapter 6 as published in 2017, at http://www.Section508.gov
Notes	Conformance according to the W3C: If there is no content to which a success criterion applies, the success criterion is satisfied. In the case where we conform due to no content we have marked "Supports" – and noted "Not Applicable" in the remarks section.

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Criteria	Success Criterion Description	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	All images, form image buttons, and image map hot spots have appropriate, equivalent alternative text. Embedded multimedia is identified via accessible text.	Supports with Exceptions	Exception: The health dashboard does not have text equivalents for object status
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, no A/V
1.2.2 Captions (Prerecorded) (Level A)	Synchronized captions are provided for non-live, Web-based video (YouTube videos, etc.).	Supports	Not Applicable, no A/V
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, no A/V
1.2.4 Captions (Live) (Level AA)	Synchronized captions are provided for all live multimedia that contain audio (audio-only broadcasts, webcasts, video conferences, Flash animations, etc.).	Supports	Not Applicable, no Live A/V
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, no A/V
1.3.1 Info and Relationships (Level A)	Semantic markup is used to designate headings, lists, and emphasized or special text. Tables are used for tabular data. Where necessary, data cells are associated with their headers. Table captions and summaries are used where appropriate.	Supports	
1.3.2 Meaningful Sequence (Level A)	The reading and navigation order (determined by code order) is logical and intuitive.	Supports	
1.3.3 Sensory Characteristics (Level A)	Instructions do not rely on shape, size, or visual location (e.g., "Click the square icon to continue" or "Instructions are in the right-hand column").	Supports with Exceptions	Health dashboard as a visual interface does rely on shape / visual location.
1.4.1 Use of Color (Level A)	Color is not used as the sole method of conveying content or distinguishing visual elements.	Supports with Exceptions	The health dashboard uses color to convey status in addition to icons. In some cases, text changes color based on status but may not clearly convey the error status.

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1.4.2 Audio Control (Level A)	A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays on a page for more than 3 seconds.	Supports	Not Applicable, no A/V
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.	Does Not Support	2.95 (blue text) / 14.43 (dark grey text) -- minimum CR= 18 for our font size.
1.4.4 Resize text (Level AA)	The page is readable and functional when the text size is doubled.	Supports with Exceptions	Browser controls for resizing the page seem to work if there is enough resolution, but we do not provide controls within the application to resize text
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, text-only images
2.1.1 Keyboard (Level A)	All page functionality is available using the keyboard, unless the functionality cannot be accomplished in any known way using a keyboard.	Does Not Support	
2.1.2 No Keyboard Trap (Level A)	Keyboard focus is never locked or trapped at one particular page element ensuring that the user can navigate to and away from all navigable page elements using only a keyboard typically, by using tab and shift-tab.	Supports with Exceptions	There are no keyboard traps except for areas in which it is not immediately apparent what control is in focus
2.2.1 Timing Adjustable (Level A)	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	There are no timeouts except for the application inactivity timeout present for security which is non-adjustable 15? minutes, which can be extended in 5 minute increments
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	

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2.3.1 Three Flashes or Below Threshold (Level A)	No page content flashes more than three times per second unless that flashing content is sufficiently small and the flashes are of low contrast and do not contain too much red. (See general flash and red flash thresholds.)	Supports	
2.4.1 Bypass Blocks (Level A)	A link is provided to skip navigation and other page elements that are repeated across Web pages.	Supports	
2.4.2 Page Titled (Level A)	The Web page has a descriptive and informative page title.	Supports with Exceptions	Not using the <title> element, but the name of the page is on the page itself
2.4.3 Focus Order (Level A)	The navigation order of links, form elements, etc., is logical and intuitive.	Does Not Support	
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 with Exceptions	For the primary configuration links, this is largely compliant. Within some of the reporting and dashboard components, it is not immediately apparent what the link does (in most cases it drills down / filters the subsequent screen)
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 with Exceptions	In the configuration screens, there are both top and side navigation screens
2.4.6 Headings and Labels (Level AA)	Page headings and labels for form and interactive controls are informative. Avoid duplicating heading (e.g., "More Details") or label text (e.g., "First Name") unless the structure provides adequate differentiation between them.	Supports	
2.4.7 Focus Visible (Level AA)	It is visually apparent which page element has the current keyboard focus (i.e., as you tab through the page, you can see where you are).	Supports with Exceptions	Not on the Diagnostics page
3.1.1 Language of Page (Level A)	The language of the page is identified using the HTML lang attribute.	Supports	
3.1.2 Language of Parts (Level AA)	The language of page content that is in a different language is identified.	Supports	Not Applicable

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3.2.1 On Focus (Level A)	When a page element receives focus, it does not result in a substantial change to the page, the spawning of a pop-up window, an additional change of keyboard focus, or any other change that could confuse or disorient the user.	Supports	
3.2.2 On Input (Level A)	When a user inputs information or interacts with a control, it does not result in a substantial change to the page, the spawning of a pop-up window, an additional change of keyboard focus, or any other change that could confuse or disorient the user unless the user is informed of the change ahead of time.	Supports	
3.2.3 Consistent Navigation (Level AA)	Navigation links that are repeated on Web pages do not change order when navigating through the site.	Supports	
3.2.4 Consistent Identification (Level AA)	Elements that have the same functionality across multiple Web pages are consistently identified. For example, a printer icon at the top of each page should always be labeled the same way.	Supports	
3.3.1 Error Identification (Level A)	Form fields that require responses in a specific format, value, or length provide this information in a way that is readily available to assistive technology (e.g., within the element's label or within the element's title attribute). When form validation errors are presented, they must be available in plain text.	Supports	
3.3.2 Labels or Instructions (Level A)	Sufficient labels, cues, and instructions for required interactive elements are provided e.g., instructions, examples, properly positioned form labels, or fieldsets and legends.	Does Not Support	
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.	Does Not Support	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	If the user can change or delete legal, financial, or test data, those changes or deletions can be reversed, verified, or confirmed.	Supports	Not Applicable
4.1.1 Parsing (Level A)	Significant HTML/XHTML validation/parsing errors are avoided.	Supports	
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	

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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	Several screen shots are used.
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, no A/V
1.2.2 Captions (Prerecorded) (Level A)	Synchronized captions are provided for non-live, Web-based video (YouTube videos, etc.).	Supports	Not Applicable, no A/V
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, no A/V
1.2.4 Captions (Live) (Level AA)	Synchronized captions are provided for all live multimedia that contain audio (audio-only broadcasts, webcasts, video conferences, Flash animations, etc.).	Supports	Not Applicable, no Live A/V
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, no A/V
1.3.1 Info and Relationships (Level A)	Semantic markup is used to designate headings, lists, and emphasized or special text. Tables are used for tabular data. Where necessary, data cells are associated with their headers. Table captions and summaries are used where appropriate.	Supports	
1.3.2 Meaningful Sequence (Level A)	The reading and navigation order (determined by code order) is logical and intuitive.	Supports	
1.3.3 Sensory Characteristics (Level A)	Instructions do not rely on shape, size, or visual location (e.g., "Click the square icon to continue" or "Instructions are in the right-hand column").	Supports	
1.4.1 Use of Color (Level A)	Color is not used as the sole method of conveying content or distinguishing visual elements.	Supports	
1.4.2 Audio Control (Level A)	A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays on a page for more than 3 seconds.	Supports	Not Applicable
1.4.3 Contrast (Minimum) (Level AA)	Text and images of text have a contrast ratio of at least 4.5:1. Large text (over 18 point or 14 point bold) has a contrast ratio of at least 3:1.	Does Not Support	2.95 (blue text) / 14.43 (dark grey text) -- minimum CR= 18 for our font size.
1.4.4 Resize text (Level AA)	The page is readable and functional when the text size is doubled.	Supports	

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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	Several screen shots are used.
2.1.1 Keyboard (Level A)	All page functionality is available using the keyboard, unless the functionality cannot be accomplished in any known way using a keyboard.	Does Not Support	
2.1.2 No Keyboard Trap (Level A)	Keyboard focus is never locked or trapped at one particular page element ensuring that the user can navigate to and away from all navigable page elements using only a keyboard typically, by using tab and shift-tab.	Supports	Not Applicable
2.2.1 Timing Adjustable (Level A)	If a page or application has a time limit, the user is given options to turn off, adjust, or extend that time limit. This is not a requirement for real-time events (e.g., an auction), where the time limit is absolutely required, or if the time limit is longer than 20 hours.	Supports	Not Applicable
2.2.2 Pause, Stop, Hide (Level A)	Automatically moving, blinking, or scrolling content that lasts longer than 5 seconds can be paused, stopped, or hidden by the user. Automatically updating content can be paused, stopped, or hidden by the user, or the user can manually control the timing of the updates.	Supports	Not Applicable
2.3.1 Three Flashes or Below Threshold (Level A)	No page content flashes more than three times per second unless that flashing content is sufficiently small and the flashes are of low contrast and do not contain too much red. (See general flash and red flash thresholds.)	Supports	
2.4.1 Bypass Blocks (Level A)	A link is provided to skip navigation and other page elements that are repeated across Web pages.	Supports	
2.4.2 Page Titled (Level A)	The Web page has a descriptive and informative page title.	Supports	
2.4.3 Focus Order (Level A)	The navigation order of links, form elements, etc., is logical and intuitive.	Supports	Not Applicable
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	

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2.4.6 Headings and Labels (Level AA)	Page headings and labels for form and interactive controls are informative. Avoid duplicating heading (e.g., "More Details") or label text (e.g., "First Name") unless the structure provides adequate differentiation between them.	Supports	
2.4.7 Focus Visible (Level AA)	It is visually apparent which page element has the current keyboard focus (i.e., as you tab through the page, you can see where you are).	Does Not Support	
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