

Adaptus Accessibility Conformance Report

Based on Voluntary Product Accessibility Template® (VPAT®)

Name of Product: EZProtect for Salesforce (Web Portal and Unmanaged Salesforce Package)

Product Description: Virus Scanner for the Salesforce platform.

Report Date: 01/12/2020

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Notes: This VPAT is limited to the scope of the EZProtect web portal and custom UI elements in the EZProtect for Salesforce unmanaged package. All other functionalities in the Salesforce unmanaged package are Salesforce out of the box capabilities that fall under the Salesforce VPAT which can be accessed by going to https://www.salesforce.com/company/legal/508_accessibility/.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

| Standard/Guideline | Included In Report |
|---|---|
| Web Content Accessibility Guidelines 2.0 | Level A (Yes) Level AA (Yes) Level AAA (No) |
| Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018 | (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.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Table 1: Success Criteria, Level A -

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except in situations listed in WCAG 2.0 1.1.1. | Partially supports | In Most cases non-text content is accompanied by a textual representation adjacent to the non-text content. |
| 1.2.1 Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: <ul style="list-style-type: none"> • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. | Not Applicable | There are no audio-only or video-only features of the product. |
| 1.2.2 Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. | Not Applicable | There are no audio features of the product. |
| 1.2.3 Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. | Not Applicable | There are no video content features of the product. |
| 1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. | Supports | |
| 1.3.2 Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. | Supports | |
| 1.3.3 Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| sensory characteristics of components such as shape, size, visual location, orientation, or sound. | | |
| 1.4.1 Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Supports | In all cases where color is used as an indicator, text is accompanied by the color indicator. |
| 1.4.2 Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. | Not Applicable | There are no audio features of the product. |
| 2.1.1 Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. | Partially Supports | Most components are operable through a keyboard interface. There are a small number of links that are not accessible through a keyboard. |
| 2.1.2 No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. | Supports | |
| 2.2.1 Timing Adjustable: For each time limit that is set by the content, at least one of the instances in WCAG 2.0 2.2.1 is true. | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <p>2.2.2 Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. | Not Applicable | The product does not contain any features for content that is moving, blinking, scrolling, or auto-updating. |
| <p>2.3.1 Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p> | Supports | |
| <p>2.4.1 Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p> | Supports | |
| <p>2.4.2 Page Titled: Web pages have titles that describe topic or purpose.</p> | Does Not Support | |
| <p>2.4.3 Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p> | Supported | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| 2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. | Partially Supports | Most link components can be determined by the name of the link or label for the link. |
| 3.1.1 Language of Page: The default human language of each Web page can be programmatically determined. | Does Not Support | Currently the only language supported is English. Therefore, no language indication that can be programmatically determined. |
| 3.2.1 On Focus: When any component receives focus, it does not initiate a change of context. (Level A) | Supports | |
| 3.2.2 On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. | Not Applicable | The product has no functionality to change any user interface component. |
| 3.3.1 Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. | Supports | |
| 3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. | Supports | |
| 4.1.1 Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. | Partially Supports | Only standard HTML components are being utilized in the product. While states, properties, and values can be set programmatically, name and role tags are not widely used in the product components. There are currently no ARIA tags in use. |

Table 2: Success Criteria, Level AA

| Criteria | Conformance Level | Remarks and Explanations |
|---|---------------------|---|
| 1.2.4 Captions (Live): Captions are provided for all live audio content in synchronized media. | Not Applicable | There are no audio features of the product. |
| 1.2.5 Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media. | Not Applicable | There are no audio features of the product. |
| 1.4.3 Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: <ul style="list-style-type: none"> • Large Text: Large-scale text and images of largescale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. | Partially Supported | In some cases contrast requirements are not met for specific text content on the Product. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---------------------|---|
| <ul style="list-style-type: none"> • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. | | |
| <p>1.4.4 Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p> | Partially Supported | <p>In most cases text content in the product can read without assistive technology when resized up to 200 percent without the loss of content or functionality. In a small number of cases text is truncated and some loss of content occurs.</p> |
| <p>1.4.5 Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <ul style="list-style-type: none"> • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. | Not Applicable | <p>The product contains no images of text.</p> |
| <p>2.4.5 Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.</p> | Supports | |
| <p>2.4.6 Headings and Labels: Headings and labels describe topic or purpose.</p> | Supports | |
| <p>2.4.7 Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p> | Partially Supported | <p>In most cases keyboard focus indication is limited to the status bar in the web browser. In cases where focus is on a text field on a form,</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| | | focus is displayed on the user interface for all form fields. |
| 3.1.2 Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. | Does Not Support | Currently the only language supported is English. Therefore, no language indication that can be programmatically determined. |
| 3.2.3 Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user | Supports | |
| 3.2.4 Consistent Identification: Components that have the same functionality within a set of Web pages are identified consistently. | Supports | |
| 3.3.3 Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. | Supports | |
| 3.3.4 Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: • Reversible: Submissions are reversible. | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <ul style="list-style-type: none"> • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. | | |

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

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Chapter 3: Functional Performance Criteria

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| 302.1 Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision. | Partially Supports | <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • As described in 1.1.1 Non-text Content, some of the non-text content lacks textual equivalent. |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--|
| | | <ul style="list-style-type: none"> • As described in 1.4.3 Contrast, In some cases contrast requirements are not met for specific text content on the Product. • As described in 1.4.4 Resize text, In a small number of cases text is truncated and some loss of content occurs. • As described in 2.1.1 Keyboard, There are a small number of links that are not accessible through a keyboard. • As described in 2.4.2 Page Titled, Pages are not titled and do not provide descriptions. • As described in 2.4.4 Link Purpose, Some link components cannot be determined by the name of the link or label for the link. • As described in 2.4.7 Focus Visible, In most cases keyboard focus indication is not supported. • As described in 3.1.1 Language of Page, English is the only supported |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| | | <p>language and as such there is no programmatic way to determine the page language.</p> <ul style="list-style-type: none"> As described in 4.1.2 Name, Role, Value, elements are not exposed correctly to screen readers due to improper or missing implementation of ARIA roles and attributes. |
| <p>302.2 With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.</p> | | <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> As described in 1.1.1 Non-text Content 1.4.1 Use of Color, those with limited vision may encounter difficulty in using the site. <p>Additionally,</p> <ul style="list-style-type: none"> As described in 1.4.3 Contrast (Minimum), there are some specific color combinations that do not meet the success criteria. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| 302.3 Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color. | Supports | |
| 302.4 Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing. | Supports | The product is usable by those without hearing. |
| 302.5 With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing. | Supports | The product is usable by those with limited hearing. |
| 302.6 Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech. | Supports | This product is usable by those without speech. |
| 302.7 With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations. | Partially Supports | <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> As described in 2.1.1 Keyboard, those with limited manipulation may have problems using the product. |
| 302.8 With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength. | Partially Supports | <p>A rating of Partially Supports has been given for the following reasons:</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| | | As described in 2.1.1 Keyboard , those with limited reach and strength may have problems using the product. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier. | Partially Supports | <p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> As described in 2.4.4 Link Purpose (In Context), users with limited language, cognitive and learning disabilities may have issues using the product. |

Chapter 4: Hardware –

Notes: Not Applicable

Chapter 5: Software –

Notes: Not Applicable

Chapter 6: Support Documentation and Services

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <i>601.1 Scope</i> | | |
| 602 Support Documentation | | |
| 602.2 Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology. | Supports | EZProtect product documentation is available offline in either a PDF for Microsoft Word format. Users can use the built-in accessibility functionality in Microsoft Word to access product documentation by use of a screen reader or other accessible features available in Microsoft Word. |
| 602.3 Electronic Support Documentation. Documentation in electronic format, including Webbased self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1). | Supports | The electronic (MS Word based) product documentation for EZProtect conforms to both Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0. |
| 602.4 Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request. | Does Not Support | At this there documentation is only provided in electronic formats. |
| <i>603 Support Services</i> | | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| 603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2. | Supports | Adaptus Support provides advisors with information on accessibility and compatibility features for EZProtect. |
| 603.3 Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities. | Supports | Support is available through the internet by emailing support@adaptus.com . For additional information on Adaptus support options/policies visit https://adaptus.com/wp-content/uploads/2016/02/Adaptus_TermsConditions_022516.pdf |

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