Team Index Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 – December 2018

Name of Product/Version: Medicare Data Sharing (MDS) Qualified Entity Certification Program (QECP)

Product Description: Salesforce Community Cloud-based website and electronic documents (program deliverables)

Date: April 25, 2019

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Notes: None

Evaluation Methods Used: Salesforce Community Cloud Section 508 compliance adherence inherited by the MDS QECP website; and other testing methods (checklists based on HHS Section 508 guidelines for electronic documents)

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) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on 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

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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: None

Criteria	Conformance Level	Remarks and Explanations
[1.1.1 Non-text Content](#) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Web and Software: The default images provided within the standard Salesforce Lightning Community Template(s) core features have meaningful alternative (alt) text descriptions. Non-relevant or decorative images have null alt attributes or are inserted as a background image. Form buttons controls have descriptive values and form inputs have proper text labels. Salesforce Lightning Community Template(s) does not use CAPTCHA for any content access. Note: Salesforce Lightning Community Template(s) allows content providers to upload images and provides options to specify text descriptions when inserting an image. Salesforce is not responsible for any images uploaded or modified by the content providers managing Salesforce Lightning Community Template(s). They may or may not contain alternative information for the images. Electronic Docs: Documentation provides text equivalents for non-text elements through alternative text.
[1.2.1 Audio-only and Video-only (Prerecorded)](#) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Salesforce Lightning Community Template(s) core features does not include any prerecorded audio or videos within the templates as a standard functionality. The content providers have an option to include videos in user interfaces and may include alternative representations

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: Supports Authoring Tool: N/A	Salesforce Lightning Community Template(s) core features does not include any prerecorded audio or videos within the templates as a standard functionality. Salesforce Lightning Community Template(s) does not provide capabilities for captioning or defining audio descriptions of content provider specified video content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Salesforce Lightning Community Template(s) core features does not include any audio descriptions or time-based media alternative for any of the pre-recorded video content provided as part of the standard template.

Criteria	Conformance Level	Remarks and Explanations

1.3.1 Info and Relationships (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: Supports with Exceptions
	Electronic Docs: N/A
	Software: Supports with Exceptions
	Authoring Tool: N/A
		Web and Software: Salesforce Lightning Community Template(s) core user interface contains semantic markup (headings, lists, etc.) to designate headings and emphasized text.
		Headings and WAI-ARIA landmarks, identity, role, operation and state are used to help convey presentation and assistive technology. A descriptive text is used to indicate the various types of content and controls, and the relationships between them. Most of the data tables with column and/or row headers are properly identified (using the <th> and scope="col or row" attributes) within Salesforce Lightning Community Template(s) with the following exceptions:
		• The "Action" column table header cells for the "Reports" and "Dashboards" list view pages are left blank and no information is provided for the Assistive Technology users.
		• The table column headers within "Report Detail" pages are not compiled properly within <thead> tag. The column headers are currently part of <tbody>
		• Some of the list items to render the content within Salesforce Lightning Community Template(s) are not properly structured and marked as per ordered list requirements. Currently, information are wrapped inside the <div> structure after or ordered list.

1.3.2 Meaningful Sequence (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: N/A
	Software: Supports
	Authoring Tool: N/A
		Web and Software: Salesforce Lightning Community Template(s) user interface is developed in meaningful and correct reading sequence order that can be programmatically determined. As an example, inputs and labels are contained within the same division element and are listed in sequence.

Criteria	Conformance Level	Remarks and Explanations

1.3.3 Sensory Characteristics (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: N/A
		Web and Software: All instructions for operating within Salesforce Lightning Community Template(s) user interface content is provided in textual format. Instructions and operating content does not rely on shape, size or visual location and upon sound.
		
		Electronic Docs: Images in documentation have alternative text.

1.4.1 Use of Color (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports with Exceptions
	Electronic Docs: Supports
	Software: Supports with Exceptions
	Authoring Tool: N/A
		Web and Software: Most of the Salesforce Lightning Community Template(s) core features does not use color alone to distinguish the importance of a visual element. Menus and tabs use highlighting to indicate current location. This information is also communicated by WAI-ARIA role and selected state with the following exception:
		• The current selected folder indication within the "Save As" modal window is not announced as current or selected which is highlighted by the gray background.
		
		Electronic Docs: Use of color is not required for understanding documentation. All colors pass WCAG guidelines for color contrast.

1.4.2 Audio Control (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: N/A
	Electronic Docs: N/A
	Software: N/A
	Authoring Tool: N/A
		Salesforce Lightning Community Template(s) core feature pages does not include any audio sounds.

Criteria	Conformance Level	Remarks and Explanations

2.1.1 Keyboard (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: Supports with Exceptions
	Electronic Docs: Supports
	Software: Supports with Exceptions
	Authoring Tool: N/A
		Web and Software: Most of the core features and controls in the Salesforce Lightning Community Template(s) user interface are reachable using the keyboard alone. They may be executed using the Tab key and other keys, as required by the criteria. However, there are some exceptions to this, including the following:
		• The "Topics" menu available on the "Theme Homepages" top navigation cannot be activated or expanded with the keyboard.
		• The "New Contact" menu option available within "Customer Service (Napili) Template - Contact Form and New Case" user screen are not easily accessible/ reachable with the keyboard.
		• The profile photos adjustments options available within "Customer Service (Napili) – Upload Photos" modal window does not work properly with different arrow keystrokes whenever accessed in Chrome browser with JAWS screen reader turned on.
		• Some of the "Show More Actions" context menu available across different Community templates does not work properly with keyboard with the use of "Up" and "Down" arrow keystrokes.
		• The current focus is not retained on the "File Upload" modal window. Whenever the "File Upload" modal window is opened, the keyboard focus remains below the modal window.
		
		Electronic Docs: Documents are in formats operable through the keyboard.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports Software: Supports with Exceptions Authoring Tool: N/A	Web and Software: Salesforce Lightning Community Template(s) controls and interactive elements that can be entered via the keyboard can also be escaped by pressing either the "Tab or Shift-Tab" keys or other standard exit methods supplied by the browser and/or assistive technology. Keyboard focus is not locked or trapped at any one particular page element. Keyboard user cannot navigate out of the "List" view control using "Tab" and "Shift + Tab" keys but with use of "Esc" key, a keyboard user can move out of the list view. But, there is an exception: • The forward tabbing is trapped inside the first "Members" name link with "Napili – Group Detail" page whenever the information is accessed with keyboard in the "Firefox" browser and NVDA screen reader turned on. Electronic Docs: Documents are in formats that allow for focus to be moved using the keyboard.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: Supports Authoring Tool: N/A	Web and Software: Users are alerted within Salesforce Lightning Community Template(s) with time alert response modal window and provided options to select additional time for continuing the login session. Besides this capability, there are no other features or functionality that requires any time limits.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Salesforce Lightning Community Template(s) core interface does not include any moving, blinking, scrolling, or auto-updating information.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Salesforce Lightning Community Template(s) core interface does not use flashes or flashing objects.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: N/A Authoring Tool: N/A	Web: Salesforce Lightning Community Template(s) contain "Skip navigation" link at the top of every page to bypass top navigation and pages are also provided with headings and ARIA landmarks to aid with rapid navigation to desired content. Most of the Iframe controls used on the Salesforce Lightning Community Template(s) core features are provided with title attributes to inform iframe purpose to Assistive Technology users. There are few exceptions: • Skip navigation link is missing from the new theme homepages such as "Jepson," "Stella," "Webster," and "Citizen". • The Iframe element used on the "Knowledge Center" detail page for the displaying video is missing with "title" attribute. • The PDF preview modal window contains "Iframe" element that does not contain any "title" attribute.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: Supports Authoring Tool: N/A	Web and Software: Salesforce Lightning Community Template(s) core interface pages are provided with meaningful and relevant page titles to a user's current location and page navigation within the application.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: Supports Authoring Tool: N/A	Web and Software: Salesforce Lightning Community Template(s) user interface and controls are navigated sequentially by tabbing through the various inputs & labels. The user controls receive keyboard focus in the same tab order in which they are presented visually. Salesforce Lightning Community Template(s) also uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Web and Software: All link elements within Salesforce Lightning Community Template(s) provide a purpose both through the link text itself and the title attribute, even when read out of context Electronic Docs: Link text in documentation identifies the purpose of the link.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports Software: Supports with Exceptions Authoring Tool: N/A	Web and Software: The default language of page is specified or set on the html tag for most of the pages in Salesforce Lightning Community Template(s) pages with the following exception: • The "PDF Preview" modal window available within "Partner Central" template contains iframe that failed this criterion as there was no language specified. Electronic Docs: Language is identified in the properties of the document.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: Supports Authoring Tool: N/A	Web and Software: There is no context change within Salesforce Lightning Community Template(s) core user interface when a component receives focus.

Criteria	Conformance Level	Remarks and Explanations

3.2.2 On Input (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: N/A
	Software: Supports
	Authoring Tool: N/A
		Web and Software: Changing the setting of a core components and features in Salesforce Lightning Community Template(s) user interface does not initiate any change of context

Criteria	Conformance Level	Remarks and Explanations

[3.3.1 Error Identification](#) (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports with Exceptions
	Electronic Docs: N/A
	Software: Supports with Exceptions
	Authoring Tool: N/A
		Web and Software: Users are visually notified whenever an input error is detected within Salesforce Lightning Community Template(s) core features data entry forms when a field that must be completed has not been completed.
		Proper error information is provided for the visual users in the form of tooltip text on to the field level input elements to enable the users to identify which fields were omitted and needs to be completed. Additionally, the Salesforce Lightning Community Template(s) uses "aria-required" and other ARIA properties to flag inputs with errors and relay this information to Assistive Technologies.
		There are few exceptions:
		• The form error displayed on the "Register" page within Salesforce Lightning Community Template(s) is not announced by assistive technology.
		• The error message displayed for "To" input text box within "Customer Service (Napili) - Send Message" form is not announced by the screen reader.
		• Error messages available with "Change Password" modal window across all Salesforce Lightning Community Template(s) are not announced by the screen reader.
		• The list view error message displayed with "Partner Central – Convert Lead" is not announced by Assistive Technology unless focus is on the icon.
		• The form error message displayed for "Related To" text box within "Partner Central - New Event" is not announced by the screen reader.
		• The same alert message is shown multiple times visually within the "App Launcher" modal window.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: N/A Software: Supports with Exceptions Authoring Tool: N/A	Web and Software: buttons in the Salesforce Lightning Community Template(s) core features can be operated and accessible by using assistive technology. The form label elements within the Salesforce Lightning Community Template(s) core features are properly associated and placed in-line for the form fields. However, there are some exceptions: • The form labels such as "First Name," "Last Name," and "Email" input text box available within "Register" page are not properly associated with any labels but contains placeholder information for the Assistive Technology. • The "Probability" input text box available within "Partner Central - New/Edit and Opportunities Details" page is not properly associated with any label. • The "Primary Contact (Optional)" input text box available within "Partner Central - Edit Select Products" modal window is not properly associated with any label
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: Supports Authoring Tool: N/A	Web and Software: Salesforce Lightning Community Template(s) uses semantically-correct markup for all interface elements. The HTML elements used within core features have complete start and end tags. All the HTML elements are properly nested and markup used are programmatically generated to prevent parsing errors. Most of the elements IDs are identified uniquely. Note: Some of the form elements such as input text boxes and dropdowns across Salesforce Lightning Community Template(s) may contain empty ARIA attribute value such as aria-described by="" which is included as part of the common platform controls

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: Supports Authoring Tool: N/A	Web and Software: The name, role and value used in Salesforce Lightning Community Template(s) user interface elements are available to assistive technologies via HTML or WAI-ARIA to describe the identity, operation, and state. All buttons are standard HTML form inputs.

Table 2: Success Criteria, Level AA

Notes: None

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Salesforce Lightning Community Template(s) does not include any live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Salesforce Lightning Community Template(s) does not contains any audio description.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports Software: Supports with Exceptions Authoring Tool: N/A	Web and Software: Salesforce Lightning Community Template(s) does not use color alone to distinguish the importance of a visual elements for its core user interface. Salesforce Lightning Community Template(s) color and theme are customizable and content providers can configure customize templates with different color schemes. Most of the core features within Salesforce Lightning Community Template(s) provides sufficient color contrast elements between foreground and background text colors for easy and clear legibility for people with moderately low vision with the following exceptions: • The color contrast failed the minimum requirement for some of the foreground text within "Register" and "Profile" pages. • The form validation error red foreground text over white background within all "My Settings" and "Change Password" pages fails to the minimum color contrast requirement. Electronic Docs: Documents meet WCAG contrast requirements at level AA or higher.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports Software: Supports with Exceptions Authoring Tool: N/A	Web and Software: Most of the text and images within Salesforce Lightning Community Template(s) core user interface can be resized with the browser zoom feature. Some of the pages or user interface contain issues when a text size is zoomed at 200%. Text in the controls and pages work fine below 150% text increase. Electronic Docs: Documents are in formats that allow the user to resize text without losing functionality.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: N/A	Web and Software: Salesforce Lightning Community Template(s) core user interface does not contain images in lieu of text. All text content within Salesforce Lightning Community Template(s) is included as pure text. Electronic Docs: Documents do not include images of text; where text is present in images, alternative text describes the text.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: N/A Authoring Tool: N/A	Web: Salesforce Lightning Community Template(s) core interface and interaction within the application is extremely simple. It contains a landing home page and contextual top navigation, from which the user can launch or locate to different section or pages they are seeking.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports Software: Supports with Exceptions Authoring Tool: N/A	Web and Software: Most of the Salesforce Lightning Community Template(s) pages contains descriptive headings and labels texts to inform the assistive technology users for where the user is and what they are doing, however, there are few exceptions: • The heading structure order is not logically nested and hierarchal defined within "Jepson" and "Citizen" theme homepages. • Some of the pages and modal windows within "Customer Service (Napili)" "Customer Portal," and "Partner Central" template are logically structure and hierarchal defined. Salesforce Lightning Community Template(s) provides capabilities for defining descriptive headings and labels for the content providers.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports Software: Supports with Exceptions Authoring Tool: N/A	Web and Software: Focus indicator within Salesforce Lightning Community Template(s) core user interface and controls are always visible and contrasts well with the surrounding content and background with the following exception: • The keyboard focus visual cue indicator is not visible or cannot be located while tabbing on some of the user interface elements such as: o "Save" button on the "Customer Service (Napili) - My Feed" section. o "Details" link on within "Ask a Question" modal window. o "View Report" links on the "Partner Central" Template Dashboard detail page widgets. o "Logo" image link available on the top banner within "Customer Portal" and "Partner Central" templates. Electronic Docs: Documents are in formats that make the keyboard focus indicator visible.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: Supports Authoring Tool: N/A	Web and Software: The human language information in the Salesforce Lightning Community Template(s) user interface uses HTML 5 language markup for the elements that are accessed directly by commonly available assistive technology. However, there is no mechanism to specify different languages for subsets of a page.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: N/A Authoring Tool: N/A	Web: Salesforce Lightning Community Template(s) provides consistent and repeatable top menu navigation mechanism across all pages to assist users with assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: N/A Authoring Tool: N/A	Web: Components and user interface controls are identified consistently for the same functionality across Salesforce Lightning Community Template(s) pages
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: Supports Authoring Tool: N/A	Web and Software: Whenever error is automatically detected within Salesforce Lightning Community Template(s) data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form. Salesforce Lightning Community Template(s) provides suggestions for correcting errors such as identifying required fields using the "aria-required" attribute.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: N/A Software: Supports Authoring Tool: N/A	Web and Software: A confirmation message is provided to the user within Salesforce Lightning Community Template(s) forms before submitting the action, be it an insert, update or delete. Data entered by users are checked using validation methods to help users confirm and correct data submissions.

Table 3: Success Criteria, Level AAA

Notes: This section is not applicable and has been removed.

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Notes: None

Chapter 3: Functional Performance Criteria (FPC)

Notes: None

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Salesforce Lightning Community Template(s) uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to Assistive Technologies. Most of the core features and controls in the Salesforce Lightning Community Template(s) core user interface are reachable using the keyboard alone and announced by assistive technology. However, there are some exceptions to this and refer to the following WCAG 2.0 section for more details regarding exceptions.
302.2 With Limited Vision	Supports with Exceptions	Salesforce Lightning Community Template(s) is compatible with Assistive Technologies and supports the use of screen readers for the visually impaired. However, there are some exceptions to this and refer to the following WCAG 2.0 section for more details regarding exceptions.
302.3 Without Perception of Color	Supports	Salesforce Lightning Community Template(s) does not use color as only means of conveying information.
302.4 Without Hearing	Not Applicable	Salesforce Lightning Community Template(s) does not include audio-only features that require hearing to be used.
302.5 With Limited Hearing	Not Applicable	Salesforce Lightning Community Template(s) does not include audio-only features that require hearing to be used.
302.6 Without Speech	Supports	Salesforce Lightning Community Template(s) does not require speech to operate or retrieve information. Support service related to Salesforce Lightning Community Template(s) can be found at Salesforce.com website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at http://help.salesforce.com

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports	Salesforce Lightning Community Template(s) supports standard input mechanisms such as user-provided keyboards and pointing devices. Usage of the product does not require fine motor controls nor simultaneous actions. Salesforce Lightning Community Template(s) user interface and controls have large target areas that would not cause problems for people with fine motor control or limited reach and strength.
302.8 With Limited Reach and Strength	Supports	Salesforce Lightning Community Template(s) does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Salesforce Lightning Community Template(s) can be executed either by mouse or simple keystrokes (e.g., tab, space, alpha keys, Alt).
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Salesforce Lightning Community Template(s) does not function in a way that is prohibitive to users with cognitive or learning impairments. Salesforce provides information on Salesforce Lightning Community Template(s) user interface accessibility features in the documentation. End-users with disabilities can open support request directly at http://help.salesforce.com.

Chapter 4: Hardware

Notes: This section is not applicable and has been removed.

Chapter 5: Software

Notes: The Salesforce Lightning Community Template(s) is a web application and is not subject to the requirements of this section. This section has been removed.

Chapter 6: Support Documentation and Services

Notes: None

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	Salesforce provides electronic versions of all product support documentation related to Salesforce Lightning Community Template(s). End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com.
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	N/A	End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Salesforce provides electronic versions of all product support documentation related to Salesforce accessibility. End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com.
603.3 Accommodation of Communication Needs	Supports	Support service related to Salesforce Lightning Community Template(s) can be found at Salesforce.com help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at http://help.salesforce.com.