Cisco Accessibility Conformance Report
VPAT® Version 2.4

Name of Product/Version: Cisco Email and Web Manager version 15.5

Product Description: Cisco centralizes management and reporting functions across multiple Cisco email and web security appliances. It simplifies administration and planning, improves compliance monitoring, helps to enable consistent enforcement of policy, and enhances threat protection.

Date: December 19, 2023

Contact Information: accessibility@cisco.com

Evaluation Method Used: The following testing was done on a Windows 11 with Freedom Scientific's JAWS screen reader v2023 Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard Keyboard.

Summary Table - Voluntary Product Accessibility Template

Standard/Guidelines	Included in Report	Remarks and Explanations
Section 508 Chapter 3: Functional Performance Criteria	Included	
Section 508 Chapter 4: Hardware	Not Applicable	
Section 508 Chapter 5: Software	Included	
W3C WCAG 2.1 Level A and AA for Software application	Not Applicable	
W3C WCAG 2.1 Level A and AA for Web application	Included	Where applicable, the WCAG 2.1 table should cover all requirements of WCAG 2.0 that are incorporated by Section 508.
Section 508 Chapter 6: Support Documentation and Services	Included	
W3C WCAG 2.1 Level A and AA for Documentation	Included	Where applicable, the WCAG 2.1 table should cover all requirements of WCAG 2.0 that are incorporated by Section 508.

Section 508 Chapter 3: Functional Performance Criteria – Detail

Criteria	Description	Status	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	The product does not fully support users without vision, please see "Chapter 5" and "W3C WCAG 2.1 Level A and AA" tables for more details.
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.	Partially Supports	The product does not fully support users with limited vision, please see "Chapter 5" and "W3C WCAG 2.1 Level A and AA" tables for more details.
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.	Partially Supports	The product does not fully support users without perception of color, please see "Chapter 5" and "W3C WCAG 2.1 Level A and AA" tables for more details.
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	
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	
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	
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	The product does not fully support users with limited manipulation, please see "Chapter 5" and "W3C WCAG 2.1 Level A and AA" tables for more details.
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.	Supports	
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	Support for users with limited language, cognitive, and learning abilities is varied and depends on the user's experience.

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Section 508 Chapter 5: Software - Detail

Criteria	Description	Status	Remarks and Explanations
501.1	Scope – Incorporation of WCAG 2.0	Partially Supports	The WCAG 2.1 table should cover all requirements of WCAG 2.0. See "WCAG 2.1 Level A and AA" table for more information.
502.2.1	User Control of Accessibility Features. Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Not Applicable	This product is not a platform software.
502.2.2	No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Partially Supports	Some elements are not visible in high-contrast schemes.
502.3.1	Object Information. The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.2	Modification of Object Information. States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	This product is not a platform software.
502.3.3	Row, Column, and Headers. If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.4	Values. Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.5	Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	This product is not a platform software.
502.3.6	Label Relationships. Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Not Applicable	This product is not a platform software.

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502.3.7	Hierarchical Relationships. Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.8	Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.9	Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	This product is not a platform software.
502.3.10	List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.11	Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects.	Not Applicable	This product is not a platform software.
502.3.12	Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Not Applicable	This product is not a platform software.
502.3.13	Modification of Focus Cursor. Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Not Applicable	This product is not a platform software.
502.3.14	Event Notification. Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Not Applicable	This product is not a platform software.
502.4	Platform Accessibility Features. Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces-Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below: A. Section 9.3.3 Enable sequential entry of multiple (chorded)	Not Applicable	This product is not a platform software.

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	keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided.		
503.2	User Preferences. Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.	Partially Supports	Some elements are not visible in high-contrast schemes.
503.3	Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	There is no alternate user interface used as assistive technology for this product.
503.4.1	Caption Controls. Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Not Applicable	This product does have audio or video content.
503.4.2	Audio Description Controls. Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Not Applicable	This product does have audio or video content.
504.2.1	Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not Applicable	This product is not an authoring tool.

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504.2.2	PDF Export. Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1)	Not Applicable	This product is not an authoring tool.
504.2	Content Creation or Editing. Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.	Not Applicable	This product is not an authoring tool.
504.3	Prompts. Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	This product is not an authoring tool.
504.4	Templates. Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	This product is not an authoring tool.

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W3C WCAG 2.1 Level A and AA for Web Application – Detail

Criteria	Description	Status	Remarks and Explanations
1.1.1 (A)	Non-Text Content	Partially Supports	Some non-text content does not fully support screen reader software.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	There is no pre-recorded audio only or video only content in the pages.
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	There is no pre-recorded audio or video.
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	There is no pre-recorded audio or video.
1.2.4 (AA)	Captions (Live)	Not Applicable	There is no live audio/video content in the pages.
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	There is no pre-recorded audio/ video content.
1.3.1 (A)	Info and Relationships	Partially Supports	Some form elements and data tables do not fully support screen reader software. Some pages do not have hierarchical headings.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Supports	
1.3.4 (AA)	Orientation	Supports	
1.3.5 (AA)	Identify Input Purpose	Supports	
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Supports	
1.4.3 (AA)	Contrast (Minimum)	Partially Supports	Some texts do not meet the color contrast ratio requirement. Some elements are not visible in high-contrast schemes.
1.4.4 (AA)	Resize Text	Supports	
1.4.5 (AA)	Images of Text	Supports	
1.4.10 (AA)	Reflow	Partially Supports	Some contents and functions are not available when the application is reflowed.
1.4.11 (AA)	Non-text Contrast	Partially Supports	Some non-text elements do not meet the color contrast ratio requirement.

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1.4.12 (AA)	Text Spacing	Partially Supports	Some text gets truncated after enabling text spacing.
1.4.13 (AA)	Content on Hover or Focus	Supports	
2.1.1 (A)	Keyboard	Partially Supports	Some elements are not accessible with keyboard.
2.1.2 (A)	No Keyboard Trap	Supports	
2.1.4 (A)	Character Key Shortcuts	Supports	
2.2.1 (A)	Timing Adjustable	Partially Supports	Session times out without allowing user to turn off or adjust the time limit.
2.2.2 (A)	Pause, Stop, Hide	Supports	
2.3.1 (A)	Three Flashes or Below Threshold	Supports	
2.4.1 (A)	Bypass Blocks	Partially Supports	The product does not have a method to skip repetitive navigation links.
2.4.2 (A)	Page Titled	Supports	
2.4.3 (A)	Focus Order	Partially Supports	Some elements do not have logical focus order.
2.4.4 (A)	Link Purpose (In Context)	Supports	
2.4.5 (AA)	Multiple Ways	Supports	
2.4.6 (AA)	Headings and Labels	Supports	
2.4.7 (AA)	Focus Visible	Supports	
2.5.1 (A)	Pointer Gestures	Supports	
2.5.2 (A)	Pointer Cancellation	Supports	
2.5.3 (A)	Label in Name	Partially Supports	The accessible name of some elements do not match with visible text label.
2.5.4 (A)	Motion Actuation	Supports	
3.1.1 (A)	Language of Page	Does Not Support	The site does not have LANG attribute.
3.1.2 (AA)	Language of Parts	Not Applicable	There are no multiple language phrases on a page.
3.2.1 (A)	On Focus	Partially Supports	The context changes when some elements receive focus.

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3.2.2 (A)	On Input	Supports	
3.2.3 (AA)	Consistent Navigation	Supports	
3.2.4 (AA)	Consistent Identification	Supports	
3.3.1 (A)	Error Identification	Partially Supports	Some error messages are not announced by screen reader software.
3.3.2 (A)	Labels or Instructions	Partially Supports	Some required field indicators and instructions are not announced.
3.3.3 (AA)	Error Suggestion	Supports	
3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Supports	
4.1.1 (A)	Parsing	Partially Supports	Some elements do not have unique ID on a page.
4.1.2 (A)	Name, Role, Value	Partially Supports	Some elements do not have corrected Name, role, and value.
4.1.3 (AA)	Status Messages	Partially Supports	Some messages are not automatically read by screen reader software.

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Section 508 Chapter 6: Support Documentation and Services – Detail

Criteria	Description	Status	Remarks and Explanations
602.2	Accessibility and Compatibility Features	Does Not Support	The documentation does not provide a list of accessibility and compatibility features.
602.3	Electronic Support Documentation	Partially Supports	The WCAG 2.1 table should cover all requirements of WCAG 2.0. See "WCAG 2.1 Level A and AA" table for more information.
602.4	Alternate Formats for Non-Electronic Support Documentation	Supports	
603.2	Information on Accessibility and Compatibility Features	Supports	Contact Cisco accessibility team via email, accessibility@cisco.com for more information.
603.3	Accommodation of Communication Needs	Supports	Cisco conforms through equal facilitation. Customers may reach Cisco Technical Assistance Center (TAC) via Phone, Email or Web Form. All cases open through email or web are opened as Priority 3 cases. All Priority 1 or Priority 2 case can only be opened via the telephone. TTY users must call the Text Relay Service (TRS) by dialing 711 or their state Video Relay Service (VRS) and have the TRS agent contact Cisco TAC via voice.

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W3C WCAG 2.1 Level A and AA for Documentation – Detail

Criteria	Description	Status	Remarks and Explanations
1.1.1 (A)	Non-Text Content	Partially Supports	Some non-text content does not fully support screen reader software.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	There is no pre-recorded audio only or video only content in the pages.
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	There is no pre-recorded audio or video.
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	There is no pre-recorded audio or video.
1.2.4 (AA)	Captions (Live)	Not Applicable	There is no live audio/video content in the pages.
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	There is no pre-recorded audio/ video content.
1.3.1 (A)	Info and Relationships	Partially Supports	Some form elements and data tables do not fully support screen reader software. Some pages do not have hierarchical headings.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Supports	
1.3.4 (AA)	Orientation	Supports	
1.3.5 (AA)	Identify Input Purpose	Supports	
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Supports	
1.4.3 (AA)	Contrast (Minimum)	Partially Supports	Some texts do not meet color contrast ratio requirement.
1.4.4 (AA)	Resize Text	Supports	
1.4.5 (AA)	Images of Text	Supports	
1.4.10 (AA)	Reflow	Partially Supports	Some contents are not available when the application is reflowed.
1.4.11 (AA)	Non-text Contrast	Supports	
1.4.12 (AA)	Text Spacing	Supports	
1.4.13 (AA)	Content on Hover or Focus	Supports	
2.1.1 (A)	Keyboard	Partially Supports	Some elements are not accessible using keyboard.
2.1.2 (A)	No Keyboard Trap	Supports	

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2.1.4 (A)	Character Key Shortcuts	Supports	
2.2.1 (A)	Timing Adjustable	Supports	
2.2.2 (A)	Pause, Stop, Hide	Supports	
2.3.1 (A)	Three Flashes or Below Threshold	Supports	
2.4.1 (A)	Bypass Blocks	Supports	
2.4.2 (A)	Page Titled	Supports	
2.4.3 (A)	Focus Order	Supports	
2.4.4 (A)	Link Purpose (In Context)	Supports	
2.4.5 (AA)	Multiple Ways	Supports	
2.4.6 (AA)	Headings and Labels	Supports	
2.4.7 (AA)	Focus Visible	Partially Supports	Some elements do not have visible focus.
2.5.1 (A)	Pointer Gestures	Supports	
2.5.2 (A)	Pointer Cancellation	Supports	
2.5.3 (A)	Label in Name	Supports	
2.5.4 (A)	Motion Actuation	Supports	
3.1.1 (A)	Language of Page	Partially Supports	Some pages do not have LANG attribute
3.1.2 (AA)	Language of Parts	Not Applicable	There are no multiple languages phrases on a page.
3.2.1 (A)	On Focus	Supports	
3.2.2 (A)	On Input	Supports	
3.2.3 (AA)	Consistent Navigation	Supports	
3.2.4 (AA)	Consistent Identification	Supports	
3.3.1 (A)	Error Identification	Supports	
3.3.2 (A)	Labels or Instructions	Supports	
3.3.3 (AA)	Error Suggestion	Supports	
3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Supports	
4.1.1 (A)	Parsing	Supports	
4.1.2 (A)	Name, Role, Value	Partially Supports	Name, role, and value is not defined for few elements and not appropriate for few elements.
4.1.3 (AA)	Status Messages	Partially Supports	Search result status is not announced by screen reader happening on the page

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Supporting Feature (Status) Terminology

The result of "Accessibility Testing" assists in the determination of the Supporting Features.

Supporting Features or Status	Description
Supports	Use this language when you determine the product fully meets the intent of the criteria or meets with equivalent facilitation. If the product meets equivalent facilitation, please document it in the "Remarks and Explanations" column.
Partially Supports	Use this language when you determine the product does not fully meet the intent of the criteria, but provides some level of access relative to the criteria. Please document the exception in the "Remarks and Explanations" column.
Does Not Support	Use this language when you determine the product does not meet the intent of the criteria. Please document the reason in the "Remarks and Explanations" column.
Not Applicable	Use this language when you determine that the criteria do not apply to the specific product. For example, many web applications do not have video content the "Not Applicable" can be used. Please state, "The application does not have any video content" in the "Remarks and Explanations" column.
Not Evaluated	Use this language when the product has not been evaluated.

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