

# Cisco Accessibility Conformance Report

## VPAT® Version 2.0

**Name of Product/Version:** Cisco Platinum Learning Library

**Product Description:** Cisco Platinum Learning Library is a revolutionary new offer that combines our on-demand training with our performance support library.

**Date:** June 19, 2018

**Contact Information:** [accessibility@cisco.com](mailto:accessibility@cisco.com)

**Evaluation Method Used:** The following testing was done on a Windows 10 with Freedom Scientific's JAWs screen reader v18, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard Keyboard.

### Summary Table - Voluntary Product Accessibility Template

Standard/Guideline	Included In Report	Remarks and Explanations
W3C WCAG 2.0 Level A and AA for Web application	Included	
Section 508 Chapter 3: Functional Performance Criteria	Included	
Section 508 Chapter 4: Hardware	Not Applicable	
W3C WCAG 2.0 Level A and AA for Software application	Not Applicable	
Section 508 Chapter 5: Software	Not Applicable	
W3C WCAG 2.0 Level A and AA for Documentation	Included	
Section 508 Chapter 6: Support Documentation and Services	Included	

All contents are Copyright © 1992-2018 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: June 19, 2018

## W3C WCAG 2.0 Level A and AA for Web Application – Detail

Criteria	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with Exceptions	Some images do not have text alternative.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	There is no audio-only or video-only content.
1.2.2 (A)	Captions (Prerecorded)	Supports with Exceptions	Some videos do not have captions.
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Does not support	There is no audio description or media alternative for multimedia content.
1.2.4 (AA)	Captions (Live)	Not Applicable	There is no live multimedia content.
1.2.5 (AA)	Audio Description (Prerecorded)	Does not support	There is no audio description for multimedia content.
1.3.1 (A)	Info and Relationships	Supports with Exceptions	Some form elements and data tables do not fully support screen reader software.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Supports	
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Supports	
1.4.3 (AA)	Contrast (Minimum)	Supports with Exceptions	Some text 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	
2.1.1 (A)	Keyboard	Supports with Exceptions	Some elements are not accessible with keyboard.
2.1.2 (A)	No Keyboard Trap	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	Does not support	The product does not have a method to skip repetitive navigation links.

All contents are Copyright © 1992-2018 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: June 19, 2018

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	Does Not Support	The product does not have at least 2 ways to locate a webpage.
2.4.6 (AA)	Headings and Labels	Supports	
2.4.7 (AA)	Focus Visible	Supports	
3.1.1 (A)	Language of Page	Supports	
3.1.2 (AA)	Language of Parts	Not Applicable	There is only one language used on the webpages.
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	Supports with Exceptions	Some widgets do not have corrected Name, Role and Value.

All contents are Copyright © 1992-2018 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: June 19, 2018

## 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.	Supports with Exceptions	The product does not fully support users without vision, please see “W3C WCAG 2.0 Level A and AA for Web Application” table 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.	Supports with Exceptions	The product does not fully support users with limited vision, please see “W3C WCAG 2.0 Level A and AA for Web Application” table 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.	Supports with Exceptions	The product does not fully support users without perception of color, please see “W3C WCAG 2.0 Level A and AA for Web Application” table 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.	Supports with Exceptions	The product does not fully support users with limited manipulation, please see “W3C WCAG 2.0 Level A and AA for Web Application” table for more details.

All contents are Copyright © 1992-2018 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: June 19, 2018

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.	Supports with Exceptions	Support for users with limited language, cognitive, and learning abilities is vary and depends on the user's experience.

All contents are Copyright © 1992-2018 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: June 19, 2018

## W3C WCAG 2.0 Level A and AA for Documentation – Detail

Criteria	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports	
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	There is no multimedia content.
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	There is no multimedia content.
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	There is no multimedia content.
1.2.4 (AA)	Captions (Live)	Not Applicable	There is no multimedia content.
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	There is no multimedia content.
1.3.1 (A)	Info and Relationships	Supports	
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Supports	
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Supports	
1.4.3 (AA)	Contrast (Minimum)	Supports with Exceptions	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	
2.1.1 (A)	Keyboard	Supports	
2.1.2 (A)	No Keyboard Trap	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	Supports	

All contents are Copyright © 1992-2018 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: June 19, 2018

3.1.1 (A)	Language of Page	Supports	
3.1.2 (AA)	Language of Parts	Not Applicable	There is only one language used on the webpages.
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	Supports	

All contents are Copyright © 1992-2018 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: June 19, 2018

## Section 508 Chapter 6: Support Documentation and Services – Detail

Criteria	Description	Status	Remarks and Explanations
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.	Does Not Support	The documentation does not provide accessibility and compatibility features.
602.3	Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0.	Supports with Exceptions	For exceptions, please see “WCAG 2.0 Level A and AA for Documentation” table.
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.	Supports	
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	Contact Cisco accessibility team via email, <a href="mailto:accessibility@cisco.com">accessibility@cisco.com</a> for more information.
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	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.

All contents are Copyright © 1992-2018 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: June 19, 2018



## 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.
Supports with Exceptions	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.

All contents are Copyright © 1992-2018 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: June 19, 2018