Zoom Video Communications Accessibility Conformance Report

International Edition

VPAT® Version 2.3 – December 2018

Name of Product/Version: Zoom Product Web Pages (administrative and support pages)

Product Description: Zoom administrative web pages consist of Account Users Management user interfaces, which allow users to start and join meetings, as well as manage personal profile and some of their own meeting settings; Account Administrators Management user interfaces, which allow the administrator to add, remove and edit users, as well as managing advanced features like API, SSO, and Meeting Connector; and Account Owners user interfaces, which allow the account owner to add, remove, and edit administrators, and restrict billing settings to only themselves.

Date: June 4, 2020

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Notes:

Evaluation Methods Used: The following testing was done on Chrome v78.0 with WAVE Extension for WCAG 2.1 compliance and WebAIM for section 508 compliance, Firefox v70.0 with FireEyes for WAI-ARIA and Internet Explorer v11 on Windows 10 with NV Access's NVDA screen reader v2019.1, JAWS v18.2, Microsoft's Accessibility Display options (Filter keys and Display/Contrast settings) and standard Keyboard, on Safari on macOS 10. 14 (Mojave) with Apples' Accessibility Display options (invert colors, use grayscale, color settings, contrast settings and transparency settings), Zoom options, VoiceOver options and standard Keyboard.

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)
Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/	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)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V2.1.2 (2018-08) at https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.01.02_60/en_301549v020102p.pdf	(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.
- **Supports with Exceptions**: 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.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x 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:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages provide text-alternatives to non-text content such as buttons, and graphics. Programmatic labeling techniques such as aria-labels and alt-text, are used to allow assistive technologies users to decipher the nature and purpose of non-text content.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports with Exceptions	Zoom's administrative web pages do not have multimedia content. Zoom's web pages hosts recorded meetings. Those recordings may be captioned using Zoom's meeting client. Users can assign a dedicated participant to type closed captioning, add a 3rd party closed captioning provider, or use automatic transcriptions. Zoom's support pages have embedded YouTube videos that provide instructional videos. Those videos are fully captioned and equivalent textual instructions are also provided on the website. Zoom support pages also host recorded webinar training. Those recordings are only transcribed with automated transcriptions.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports with Exceptions	Zoom's administrative web pages do not have multimedia content. Zoom's web pages hosts recorded meetings. Those recordings may be captioned using Zoom's meeting client. Users can assign a dedicated participant to type closed captioning, add a 3rd party closed captioning provider, or use automatic transcriptions. Zoom's support pages have embedded YouTube videos that provide instructional videos. Those videos are fully captioned and equivalent textual instructions are also provided on the website. Zoom support pages also host recorded webinar training. Those recordings are only transcribed with automated transcriptions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports with Exceptions	Zoom's administrative web pages do not have multimedia content. Zoom's web pages hosts recorded meetings. Those recordings may be captioned using Zoom's meeting client. Users can assign a dedicated participant to type closed captioning, add a 3rd party closed captioning provider, or use automatic transcriptions. Zoom's support pages have embedded YouTube videos that provide instructional videos. Those videos do not require audio descriptions as equivalent textual instructions are also provided on the website. Zoom support pages also host recorded webinar training videos. Those recordings are only transcribed with automated transcriptions and do not provide audio descriptions

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages programmatically present the visual structure, context, and relationships between elements to assistive technologies. The following techniques are used: • Heading elements (h1-h6) are used to communicate content structure • Id and headers attributes are used to associate data cells with header cells in data tables. • Label elements are used to associate text labels with form controls. • List elements (ol, ul, and dl) are used to semantically group elements together • Scope attributes are used to associate header cells and data cells in data tables. • ARIA landmarks are used to programmatically group relevant regions.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages employ a tab order that is logical and follows the visual order of elements. Ordering in the Document Object Model matches the visual order.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages do not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound to convey

Criteria	Conformance Level	Remarks and Explanations
• 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		information about content and elements.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages convey information without solely using color differences.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages do not have automatically played audio.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
[2.1.1 Keyboard](#) (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Zoom's administrative web pages and support pages provide keyboard support to the majority of elements. **Exceptions include:** • The profile menu button in the support page is not keyboard accessible
[2.1.2 No Keyboard Trap](#) (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages allow for keyboard navigation throughout the application without keyboard trap.
[2.1.4 Character Key Shortcuts](#) (Level A 2.1 only)	**Administrative site:** Not applicable	Zoom's administrative web pages and support pages do

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Help Center:** Not applicable	not support keyboard shortcuts
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages do not have time-limited content.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages do not have content that automatically move, blink, scroll, or auto- update.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1(Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages do not have flashing content.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages support "Skip to main content" links.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages are titled to convey the meaning of the page
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages provide a focus order that is consistent with the visual order of the application.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages ensure that links have clear text to allow the user to understand the purpose of each link. Aria-label attributes are used to describe when necessary.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Administrative site:** Supports **Help Center:** Supports	Zoom administrative web pages and support pages do not require any multi-point gestures in order to operate content.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Administrative site:** Supports **Help Center:** Supports	Zoom administrative web pages and support pages do not use down-events to execute functions.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages use programmatic labels that match the visual label of elements.

Criteria	Conformance Level	Remarks and Explanations
• 10.2.5.3 (Non-web document) • 11.2.5.3 (Open Functionality Software) • 11.2.5.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Administrative site:** Supports **Help Center:** Supports	Zoom administrative web pages and support pages do not contain any functionality that is triggered by gestures or by moving a device.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom administrative web pages and support pages support the "lang" HTML tag to help assistive technologies identify the language of the page.
3.2.1 On Focus (Level A) Also applies to:	**Administrative site:** Supports	Zoom administrative web pages and support pages do not initiate changes of context upon the focusing of

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Help Center:** Supports	elements. This is ensured by activating changes of context on "activate" and not on "focus".
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom administrative web pages and support pages do not initiate changes of context upon user input. This is ensured by providing submit buttons.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool)	**Administrative site:** Supports **Help Center:** Supports	Zoom administrative web pages and support pages use form fields with automatic error detection and error messages. Client-side validation is used to add error text to the DOM.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom administrative web pages and support pages use visible form labels that are associated with form controls. Required fields are determined programmatically and identified with appropriate labels or legends.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom administrative web pages and support pages use HTML according to spec. Web pages are developed to ensure that ID attributes are unique, and that elements do not contain duplicate attributes.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Most of the elements in the Zoom administrative web pages and support pages provide the necessary role, state, and value information to assistive technologies. **Exceptions include:** • In the Zoom Room page, the tree-view element does not provide the necessary expand/collapse announcements • Tooltips fully announce their contents to screen readers but they do not adequately convey their role to assistive technologies. • Several tables are not structured within HTML semantic tables. • Many of the elements in the elements within the Zendesk live-chat widget do not adequately convey name, role, or value properties to assistive technologies. • There are several instances where errors are not associated with the input fields

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	**Administrative site:** Not applicable **Help Center:** Not applicable	Zoom administrative web pages and support pages do not contain live audio content.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports with Exceptions	Zoom's administrative web pages do not have multimedia content. Zoom's web pages hosts recorded meetings. Those recordings may be captioned using Zoom's meeting client. Users can assign a dedicated participant to type closed captioning, add a 3rd party closed captioning provider, or use automatic transcriptions. Zoom's support pages have embedded YouTube videos and recorded webinar training videos. Videos are either fully captioned, automatically transcribed, or provide equivalent textual information on the website. However, audio descriptions are not provided for those videos.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages do not restrict its view to a single display orientation
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.4 (Non-web document)	**Administrative site:** Does not support **Help Center:** Does not support	Form fields on the Zoom administrative web pages and support pages do not yet make use of the autocomplete attribute. Zoom is incorporating this recommendation into its testing procedure and will plan to remediate existing input fields to include this attribute.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.5 (Open Functionality Software) • 11.1.3.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Most of the Zoom administrative web pages and support pages follow the minimal color contrast ratio for the text over the background. However, the color grey is prominently used throughout web pages. Many instances of this grey color do not meet the minimum 4.5:1 color contrast ratio.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages use frameworks that support the resizing of text.

Criteria	Conformance Level	Remarks and Explanations

1.4.5 Images of Text (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.5 (Web)
   • 10.1.4.5 (Non-web document)
   • 11.1.4.5.1 (Open Functionality Software)
   • 11.1.4.5.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Administrative site: Supports
	
	Help Center: Supports
		Zoom's administrative web pages and support pages use text rather than images of text to present information.

1.4.10 Reflow (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.10 (Web)
   • 10.1.4.10 (Non-web document)
   • 11.1.4.10.1 (Open Functionality Software)
   • 11.1.4.10.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Administrative site: Supports
	
	Help Center: Supports
		Zoom's administrative web pages and support pages do not require scrolling in two dimensions to present content without loss of information.

1.4.11 Non-text Contrast (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.11 (Web)
   • 10.1.4.11 (Non-web document)
   • 11.1.4.11 (Open Functionality Software)
   • 11.1.4.11 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
	Administrative site: Supports
	
	Help Center: Supports
		The product UI follows the 3:1 minimal contrast ratio for the visual presentation UI components against adjacent colors. However, the focus indicator for some elements do not meet the 3.0:1 color contrast requirement.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages support spacing changes without the loss of content.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Administrative site:** Supports **Help Center:** Not applicable	Zoom's administrative web pages utlize content on hover or focus which are hoverable, dismissable, and persistent. Zoom's support pages do not utilize the on-hover technique
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom provides a sitemap (http://www.zoom.us/sitemap.xml) that provides links to all Zoom marketing and support pages. Zoom's administrative web pages have a navigation bar that provides a list of links to reach other pages in the administrative interface.

Criteria	Conformance Level	Remarks and Explanations
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		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages provide descriptive labels and headings all throughout to help users understand the content structure of pages.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Administrative site:** Supports with exceptions **Help Center:** Supports with Exceptions	Zoom's administrative web pages and support pages provide a visible focus indicator when elements receive keyboard focus. **Exceptions include:** • There are several instances of tab-list items that do not receive a visible focus indicator • The Zendesk live chat widget contains several elements that do not receive visible focus
3.1.2 Language of Parts (Level AA) Also applies to:	**Administrative site:** Supports	Zoom's administrative web pages and support pages support the HTML language attribute.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Help Center:** Supports	
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages have navigation bars that provide a list of links to reach other pages.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool)	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages are designed with product component and visual style uniformity in mind.

Criteria	Conformance Level	Remarks and Explanations

• 12.1.2 (Product Docs)
• 12.2.4 (Support Docs)
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		

3.3.3 Error Suggestion (Level AA)
Also applies to:
EN 301 549 Criteria
  • 9.3.3.3 (Web)
  • 10.3.3.3 (Non-web document)
  • 11.3.3.3 (Open Functionality Software)
  • 11.3.3.3 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Administrative site: Supports
	
	Help Center: Supports
		Zoom's administrative web pages and support pages use form fields with automatic error detection and error descriptions.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
EN 301 549 Criteria
  • 9.3.3.4 (Web)
  • 10.3.3.4 (Non-web document)
  • 11.3.3.4 (Open Functionality Software)
  • 11.3.3.4 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Administrative site: Supports
	
	Help Center: Supports
		Zoom's administrative web pages and support web pages ensure that users may review and correct their responses prior to submission for non-reversible actions. Pages utilize checkboxes and confirmation requests before certain forms are submitted, and confirmation messages are displayed upon successful data submission.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) – Does not apply • 11.4.1.3 (Open Functionality Software) – Does not apply • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Administrative site:** Supports **Help Center:** Not applicable	Zoom's administrative web pages utilize alerts with the "role=alert" attributes to make the status message programmatically available to assistive technologies. Zoom's support pages do not contain status messages

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Zoom's administrative web pages and support pages provide functions that can be used by users without vision. The majority of the features and content in the product is keyboard and screen reader accessible. **Exceptions include:** • There are several instances where features can only be accessed with a mouse. (see 2.1.1 Keyboard) • There are several instances where elements' programmatic roles or values are inadequately communicated (see 4.1.2 Name, Role, Value)

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Most of the product is accessible to users with low vision. **Exceptions include** • There are several instances where UI elements do not meet the minimum contrast ratio (see 1.4.3 Contrast Minimum)
302.3 Without Perception of Color	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages can be used without the perception of color.
302.4 Without Hearing	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages can be used without the use of hearing.
302.5 With Limited Hearing	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages can be used without the use of hearing.
302.6 Without Speech	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages can be fully operated without the use of speech.
302.7 With Limited Manipulation	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Zoom's administrative web pages and support pages provide keyboard-accessible functions to ensure that the product is usable with limited manipulation. **Exceptions include** • There are several instances where elements are currently only accessible with a mouse (See 2.1.1 Keyboard)
302.8 With Limited Reach and Strength	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages are fully functional with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages are functional for users with limited language, cognitive, and learning abilities.

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See [WCAG 2.x](#) section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	The product is not platform software
502.2.2 No Disruption of Accessibility Features	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages do not disrupt or disable operating system accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Most of the controls in Zoom's administrative web pages and support pages use standard native HTML elements, and thus provide the necessary role, state, and value information to assistive technologies. **Exceptions include:** There are several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see 4.1.2 Name, Role, Value)
502.3.2 Modification of Object Information	**Administrative site:** Supports Exceptions **Help Center:** Supports	Zoom's administrative web pages and support pages provide assistive technologies with the ability to modify states and properties of all applicable objects.
502.3.3 Row, Column, and Headers	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Zoom's administrative web pages programmatically structure most tables using HTML table elements, with proper row header association. **Exceptions include:** There are several instances where tables are not programmatically implemented as tables (see 4.1.2 Name, Role, Value)
502.3.4 Values	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	All values can be programmatically determined by assistive technologies **Exceptions include:** There are several instances of elements not making the value property available to assistive technologies (see 4.1.2 Name, Role, Value)
502.3.5 Modification of Values	**Administrative site:** Supports	Zoom's administrative web pages allow assistive technologies to modify values of all applicable objects.

Criteria	Conformance Level	Remarks and Explanations
	Help Center: Supports	
502.3.6 Label Relationships	**Administrative site:** Supports **Help Center:** Supports	All controls are programmatically associated with their respective labels.
502.3.7 Hierarchical Relationships	**Administrative site:** Supports with Exceptions **Help Center:** Supports	Zoom's administrative web pages expose all parent-child relationship programmatically to assistive technologies. **Exceptions Include:** • In the Zoom Rooms page, the tree-view element does not provide the necessary role and state information to convey the hierarchical relationships between each tree item (see 4.1.2 Name, Role, Value)
502.3.8 Text	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages ensure that all text can be programmatically determined by assistive technologies.
502.3.9 Modification of Text	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages allow assistive technologies to modify all applicable texts.
502.3.10 List of Actions	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Zoom's administrative web pages and support pages utilize HTML semantic elements to ensure that most controls programmatically expose its list of information to assistive technologies. **Exceptions include:** • The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value)
502.3.11 Actions on Objects	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Zoom's administrative web pages and support pages utilize HTML semantic elements to make available actions to assistive technologies. **Exceptions include:** • The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value)
502.3.12 Focus Cursor	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Zoom's administrative web pages and support pages utilize visible focus indicators throughout the application to indicate where the keyboard focus is at all times. **Exceptions include:** • There are several instances of tab-list items that do not receive a

Criteria	Conformance Level	Remarks and Explanations
		visible focus indicator (see WCAG 2.4.7 Focus Visible)
502.3.13 Modification of Focus Cursor	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages allow assistive technologies to control the focus and selection cursor on all controls.
502.3.14 Event Notification	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages make notification information available to assistive technology users.
502.4 Platform Accessibility Features	Not applicable	This product is not platform software
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages support user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
503.3 Alternative User Interfaces	Not applicable	The product does not provide an alternate user interface that functions as an assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages provide controls for live captioning.
503.4.2 Audio Description Controls	**Administrative site:** Does not support **Help Center:** Does not support	The administrative web pages and support pages do not provide controls for audio descriptions
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See [WCAG 2.x](#) section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The product does not provide authoring tools to convert content from one format to another.
504.2.2 PDF Export	Not applicable	This product does not export to PDF.
504.3 Prompts	**Administrative site:** Does not support **Help Center:** Not applicable	Zoom's administrative web pages provide users to add a closed captioning provider, and automatic transcripts for recordings. However, it does not prompt content creators to provide captioning.
504.4 Templates	**Administrative site:** Not applicable	Zoom's administrative web pages and support pages do not provide

Criteria	Conformance Level	Remarks and Explanations
	Help Center: Not applicable	templates for content creation.

Chapter 6: Support Documentation and Services

Notes: Full information about the accessibility of Zoom Support pages can be found on the Zoom Product Web Pages VPAT

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	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Support documentation is provided in electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
603.3 Accommodation of Communication Needs	Support	Zoom support services accommodate the diverse needs of individuals with disabilities.

EN 301 549 Report

Notes:

Chapter 4: 4.2 Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Zoom's administrative web pages and support pages provide functions that can be used by users without vision. The majority of the features and content in the product is keyboard and screen reader accessible. **Exceptions include:** • There are several instances where features can only be accessed with a mouse. (see 2.1.1 Keyboard) • There are several instances where elements' programmatic roles or values are inadequately communicated (see 4.1.2 Name, Role, Value)
4.2.2 Usage with limited vision	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Most of the product is accessible to users with low vision. **Exceptions include** • There are several instances where UI elements do not meet the minimum contrast ratio (see 1.4.3 Contrast Minimum)
4.2.3 Usage without perception of colour	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages can be used without the perception of color.
4.2.4 Usage without hearing	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages can be used without the use of hearing.
4.2.5 Usage with limited hearing	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages can be used without the use of hearing.
4.2.6 Usage without vocal capability	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages can be fully operated without the use of speech.
4.2.7 Usage with limited manipulation or strength	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages are fully functional with limited strength.
4.2.8 Usage with limited reach	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages are fully functional with limited reach.
4.2.9 Minimize photosensitive seizure triggers	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages do not contain flashing content that might trigger seizures.

Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages are functional for users with limited language, cognitive, and learning abilities.
4.2.11 Privacy	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages have accessibility components that maintain the users' privacy.

Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	[Not Applicable]	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Not applicable	The product is not closed software
5.1.3.2 Auditory output delivery including speech	Not applicable	The product is not closed software
5.1.3.3 Auditory output correlation	Not applicable	The product is not closed software
5.1.3.4 Speech output user control	Not applicable	The product is not closed software
5.1.3.5 Speech output automatic interruption	Not applicable	The product is not closed software
5.1.3.6 Speech output for non-text content	Not applicable	The product is not closed software
5.1.3.7 Speech output for video information	Not applicable	The product is not closed software
5.1.3.8 Masked entry	Not applicable	The product is not closed software
5.1.3.9 Private access to personal data	Not applicable	The product is not closed software
5.1.3.10 Non-interfering audio output	Not applicable	The product is not closed software
5.1.3.11 Private listening	Not applicable	The product is not closed software
5.1.3.12 Speaker volume	Not applicable	The product is not closed software
5.1.3.13 Volume reset	Not applicable	The product is not closed software
5.1.3.14 Spoken languages	Not applicable	The product is not closed software

Criteria	Conformance Level	Remarks and Explanations
5.1.3.15 Non-visual error identification	Not applicable	The product is not closed software
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	The product is not closed software
5.1.4 Functionality closed to text enlargement	Not applicable	The product is not closed software
5.1.5 Visual output for auditory information	Not applicable	The product is not closed software
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not applicable	The product is not closed software
5.2 Activation of accessibility features	Not applicable	The product is not closed software
5.3 Biometrics	Not applicable	The product does not use biometrics
5.4 Preservation of accessibility information during conversion	Not applicable	The product does not provide authoring tools to convert content from one format to another.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not applicable	The product is not hardware
5.5.2 Operable parts discernibility	Not applicable	The product is not hardware
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	The product is not hardware
5.6.2 Visual status	Not applicable	The product is not hardware
5.7 Key repeat	Not applicable	The product is not hardware
5.8 Double-strike key acceptance	Not applicable	The product is not hardware
5.9 Simultaneous user actions	Not applicable	The product is not hardware

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not applicable

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Supports	Zoom's media player provide the ability to display closed captions.
7.1.2 Captioning synchronization	Supports	Zoom's media player support the synchronization of captions with the live media.
7.1.3 Preservation of captioning	Supports	Zoom's media player preserve captioning data.
7.2.1 Audio description playback	Does not support	Zoom's media player does not support the playback of alternate audio description tracks
7.2.2 Audio description synchronization	Does not support	Zoom's media player does not support the playback of alternate audio description tracks
7.2.3 Preservation of audio description	Does not support	Zoom's media player does not support the playback of alternate audio description tracks
7.3 User controls for captions and audio description	Supports with Exceptions	Zoom's media player supports control of captions but does not support the playback of alternate audio description tracks.

Chapter 8: Hardware

Notes: Not applicable

Chapter 9: Web

Notes: (See WCAG section)

Chapter 10: Non-web Documents

Notes:

Criteria	Conformance Level	Remarks and Explanations

Criteria	Conformance Level	Remarks and Explanations
10.0 General	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG section
10.5 Caption positioning	Does not support	Zoom's media player does not yet support viewing of captions outside of the content area.
10.6 Audio description timing	Not applicable	Zoom's media player does not contain synchronized media with audio description

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services	See 11.3.2.5 through 11.3.2..17	
11.3.2.4 Assistive technology	Not applicable	This product is not an assistive technology
11.3.2.5 Object information	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Most of the controls in Zoom's administrative web pages and support pages use standard native HTML elements, and thus provide the necessary role, state, and value information to assistive technologies. **Exceptions include:** • There are several instances where

Criteria	Conformance Level	Remarks and Explanations
		elements' programmatic roles or values are inadequately communicated to assistive technologies (see 4.1.2 Name, Role, Value)
11.3.2.6 Row, column, and headers	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Zoom's administrative web pages programmatically structure most tables using HTML table elements, with proper row header association. **Exceptions include:** • There are several instances where tables are not programmatically implemented as tables (see 4.1.2 Name, Role, Value) • The table in the "Meeting And Webinar Comparison" support page does not have proper header semantics.
11.3.2.7 Values	Supports with Exceptions	All values can be programmatically determined by assistive technologies **Exceptions include:** • There are several instances of elements not making the value property available to assistive technologies (see 4.1.2 Name, Role, Value)
11.3.2.8 Label relationships	**Administrative site:** Supports **Help Center:** Supports	All controls are programmatically associated with their respective labels.
11.3.2.9 Parent-child relationships	**Administrative site:** Supports with Exceptions **Help Center:** Supports	Zoom's administrative web pages expose all parent-child relationship programmatically to assistive technologies. **Exceptions Include:** • In the Zoom Rooms page, the tree-view element does not provide the necessary role and state information to convey the hierarchical relationships between each tree item (see 4.1.2 Name, Role, Value)
11.3.2.10 Text	**Administrative site:** Supports	Zoom's administrative web pages and support

Criteria	Conformance Level	Remarks and Explanations
	Help Center: Supports	pages ensure that all text can be programmatically determined by assistive technologies
11.3.2.11 List of available actions	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Zoom's administrative web pages and support pages utilize HTML semantic elements to ensure that most controls programmatically expose its list of information to assistive technologies. **Exceptions include:** • The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value)
11.3.2.12 Execution of available actions	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Zoom's administrative web pages and support pages utilize HTML semantic elements to make available actions to assistive technologies. **Exceptions include:** • The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value)
11.3.2.13 Tracking of focus and selection attributes	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Zoom's administrative web pages and support pages utilize visible focus indicators throughout the application to indicate where the keyboard focus is at all times. **Exceptions include:** • There are several instances of tab-list items that do not receive a visible focus indicator (see WCAG 2.4.7 Focus Visible)
11.3.2.14 Modification of focus and selection attributes	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages allow assistive technologies to control the focus and selection cursor on all controls.
11.3.2.15 Change notification	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages make notification information available to assistive technology users.

Criteria	Conformance Level	Remarks and Explanations
11.3.2.16 Modifications of states and properties	**Administrative site:** Supports with Exceptions **Help Center:** Supports with Exceptions	Zoom's administrative web pages and support pages contain several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value) and thus do not afford the necessary state/property modifications.
11.3.2.17 Modifications of values and text	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages allow assistive technologies to modify all applicable texts.
11.4 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features	Not Applicable	The product is not platform software.
11.4.2 No disruption of accessibility features	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages support user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
11.5 User preferences	**Administrative site:** Supports **Help Center:** Supports	Zoom's administrative web pages and support pages support user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
11.6 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.6.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.6.2 Accessible content creation (if not authoring tool, enter "not applicable")	See [WCAG 2.x](#) section	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations	Not applicable	Zoom product web pages do not provide authoring tools to convert content from one format to another.
11.6.4 Repair assistance	Does not support	Zoom product web pages do not offer accessibility repair assistance.
11.6.5 Templates	Not applicable	Zoom product web pages do not provide templates for content creation.

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
12.2.3 Effective communication	Supports	Zoom support services accommodate the diverse needs of individuals with disabilities.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.