# Cradlepoint Accessibility Conformance Report

## Template: VPAT® Version 2.3 – December 2018

**Name of Product/Version:** NetCloud Manager Web - Build 17991 and greater

**Product Description:** Cradlepoint Endpoint Management System

**Date:** February, 2020

**Contact information:** Tim Cerami, Director UX, [tcerami@cradlepoint.com](mailto:tcerami@cradlepoint.com)

**Notes:** Previous Cradlepoint VPAT was dated 10-2019 and based on VPAT template v1.4

## Evaluation Methods Used:

Our designers build and maintain design patterns and components with accessibility and consistency in mind. Our developers build accessibility into the web components they create as building blocks for product development. Accessibility testing starts in our dedicated UX department and is tested well into the development phase to make sure results are on par with expectations. Expectations are tested using software that simulates common user disabilities such as color-blindness. Our QA staff includes a user who is color blind, giving us fast, accurate feedback on something that might cause an accessibility problem.

**Testing Tools:**

- Color Contrast Testing: Stark (for Sketch), Photoshop proofing tools, Invert Colors and Grayscale tools built into Windows and MacOS
- Screen Magnifier Testing: Tools built into Windows and MacOS
- Standard keyboard

# cradlepoint

## 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 (WCAG) 2.0 | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| Section 508 Chapter 3: Function Performance | Included |
| Section 508 Chapter 4: Hardware | Not applicable |
| Section 508 Chapter 5: Software | Included |
| Section 508 Chapter 6: Support Documentation and Services | Included |

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

# WCAG 2.0 Report

## Table 1: Success Criteria, Level A

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 1.1.1 Non-text Content (Level A) | Supports | Text alternatives are provided for non-text content in the NetCloud UI. This includes images and icons. |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) | Not Applicable | NetCloud Manager does not contain pre-recorded audio-only or video-only media. |
| 1.2.2 Captions (Prerecorded) (Level A) | Not Applicable | NetCloud Manager does not support or contain captions. |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) | Not Applicable | NetCloud Manager does not contain time-based media. |
| 1.3.1 Info and Relationships (Level A) | Supports | NetCloud Manager uses a strict hierarchy structure to help users identify the relationships |

| | | of the screen items. This includes use of larger/bolder headings, bolder table row headers, background colors for static dashboard elements, underlining clickable text, and cards/tiles to contain grouped/similar content. |
|---|---|---|
| [1.3.2 Meaningful Sequence](#) (Level A) | Supports | Areas of pages are not interleaved and are read clearly with or without stylesheets applied. |
| [1.3.3 Sensory Characteristics](#)  (Level A) | Supports | Any feature or product capability represented via shape, color, size or location is also communicated through language. Language equivalents may be visible or hidden (tool tips, alt text, etc) |
| [1.4.1 Use of Color](#) (Level A) | Supports | Icons that provide color to indicate status also contain visual design differences to those that are color blind. Tooltips are also used to help the user understand status. Changes in color and checkboxes are used to indicate selected rows in a table. Icons indicating status may also be shaped differently. Graphs are accompanied with text legends/shapes.<br><br>Test method: Stark and Photoshop |
| [1.4.2 Audio Control](#) (Level A) | Not applicable | NetCloud Manager does not use audio. |
| [2.1.1 Keyboard](#) (Level A) | Partially Supports | Forms are accessible by keyboard and assistive technologies. Forms use a combination of fields, buttons and links. The tab button can be used to navigate form inputs (arrow keys do not work, but are not the commonly expected interface for this action). The tab button can be used some, but not all elements on a page. |
| [2.1.2 No Keyboard Trap](#) (Level A) | Supports | No keyboard traps |
| [2.2.1 Timing Adjustable](#) (Level A) | Supports | The user can set the Session Length to allow them more time before they're automatically logged out. Users are warned before being logged out and can cancel the logout. Users are not timed on taking actions before being logged out. |
| [2.2.2 Pause, Stop, Hide](#) (Level A) | Supports | Progress animations are used to indicate updates/refreshes that were or were not started by the user. Animations are also provided to show parts of the screen that are fetching/loading data. |
| [2.3.1 Three Flashes or Below Threshold](#) (Level A) | Supports | NetCloud Manager does not use flashing images, text, etc. |

| | | |
|---|---|---|
| [2.4.1 Bypass Blocks](#) (Level A) | Supports | NetCloud Manager does not include content from other pages. |
| [2.4.2 Page Titled](#) (Level A) | Supports | Each page has a title. For legacy pages, it is part of the L200 navigation structure. For new (Velvet) pages, it's at the top of the page or in the L200, L300 navigation. |
| [2.4.3 Focus Order](#) (Level A) | Partially Supports | Pages with forms follow a top-down focus order when using tab key. New (Velvet) pages use focus order in the L200/L300 navigation. Focus order is not supported to navigate cards on a page or rows in a grid. |
| [2.4.4 Link Purpose (In Context)](#) (Level A) | Supports | Links are unique and contextual, usually in the format of a specific action being taken. |
| [3.1.1 Language of Page](#) (Level A) | Partially Supports | NetCloud Manager is localized only for English. It does not include specific HTML language tags for a page. It will use the selected browser language. |
| [3.2.1 On Focus](#) (Level A) | Supports | The Velvet Design System contains screen visuals that show where the focus is currently at. This is done via color changes, background colors, outlines, bolding and other methods. |
| [3.2.2 On Input](#) (Level A) | Supports | NetCloud Manager does not perform screen actions based on user input that produce unpredictable results or distractions. |
| [3.3.1 Error Identification](#) (Level A) | Supports | NetCloud Manager automatically alerts users of errors in completing forms and using features of the product. This is accomplished using inline error messages and dialog boxes as specifics by the Design System. |
| [3.3.2 Labels or Instructions](#) (Level A) | Supports | Forms and other areas where input is needed or optional have clear labels, headings, and buttons. A help panel is available for additional assistance. |
| [4.1.1 Parsing](#) (Level A) | Supports | NetCloud Manager pages are written to HTML5 specifications |
| [4.1.2 Name, Role, Value](#) (Level A) | Supports | Controls in NetCloud Manager are developed and validated against HTML specifications and standards. |

## Table 2: Success Criteria, Level AA

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 1.2.4 Captions (Live) (Level AA) | Not applicable | NetCloud Manager does not incorporate real-time presentations |

| 1.2.5 Audio Description (Prerecorded) (Level AA) | Not applicable | NetCloud Manager does not incorporate content that would require audio description |
|---|---|---|
| 1.4.3 Contrast (Minimum) (Level AA) | Supports | Foreground to background contrast adheres to standards |
| 1.4.4 Resize text (Level AA) | Supports | NetCloud Manager is compatible with scaling/zooming the UI by using the browser agent |
| 1.4.5 Images of Text (Level AA) | Supports | Images of text are not used |
| 2.4.5 Multiple Ways (Level AA) | Supports | Full site (L100) navigation remains on screen and provides clear navigation between major parts of the UI. Navigation links to L200, 300, 400 content is present and clearly marked as needed. Search is not used to navigate between pages. |
| 2.4.6 Headings and Labels (Level AA) | Supports | Pages use descriptive headings and labels. Labels are unique and contextual. |
| 2.4.7 Focus Visible (Level AA) | Supports | Where focus is applicable on a page, NetCloud Manager provides visual highlights above the browser defaults. |
| 3.1.2 Language of Parts (Level AA) | Partially Supports | NetCloud Manager is localized only for English. It does not include specific HTML language tags for any parts of a page. It will use the selected browser language. |
| 3.2.3 Consistent Navigation (Level AA) | Supports | Navigation models are consistent across the pages in both legacy and Velvet design systems. |
| 3.2.4 Consistent Identification (Level AA) | Supports | Icons, images, and terms are consistently used across the platform. |
| 3.3.3 Error Suggestion (Level AA) | Supports | NetCloud Manager provides appropriate suggestions and help when an input error is received. |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) | Not applicable | NetCloud Manager does not engage customers in legal or financial transactions. |

## Table 3: Success Criteria, Level AAA

Notes: Deleted, Not applicable

# Revised Section 508 Report

## Chapter 3: Functional Performance Criteria (FPC)

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.1 Without Vision | Partially Supports | NetCloud Manager does not fully support users without vision. Please see "WCAG 2.0 Level A and AA for Web Applications" table for more information. |
| 302.2 With Limited Vision | Partially Supports | NetCloud Manager does not fully support users with limited vision. Please see "WCAG 2.0 Level A and AA for Web Applications" table for more information. |
| 302.3 Without Perception of Color | Supports | NetCloud Manager accommodates users with color perception disabilities |
| 302.4 Without Hearing | Supports | NetCloud Manager does not require hearing |
| 302.5 With Limited Hearing | Supports | NetCloud Manager does not require hearing |
| 302.6 Without Speech | Supports | NetCloud Manager does not require speech |
| 302.7 With Limited Manipulation | Partially Supports | NetCloud Manager will work with assistive technologies build into the OS – Like Dictation, Sticky Keys, Adjustable keyboard repeat delay, etc. |
| 302.8 With Limited Reach and Strength | Supports | NetCloud Manager does not require excessive reach or strength |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially Supports | Support for users with limited cognitive, language, and learning skills depends on the individual's experience. |

## Chapter 5: Software

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See WCAG 2.0 section | See information in WCAG section |
| 502.2.1 User Control of Accessibility Features | Not applicable | This product is not a platform software |
| 502.2.2 No Disruption of Accessibility Features | | |
| 502.3.1 Object Information | Not applicable | This product is not a platform software |
| 502.3.2 Modification of Object Information | Not applicable | This product is not a platform software |
| 502.3.3 Row, Column, and Headers | Not applicable | This product is not a platform software |
| 502.3.4 Values | Not applicable | This product is not a platform software |
| 502.3.5 Modification of Values | Not applicable | This product is not a platform software |
| 502.3.6 Label Relationships | Not applicable | This product is not a platform software |
| 502.3.7 Hierarchical Relationships | Not applicable | This product is not a platform software |

| | | |
|---|---|---|
| 502.3.8 Text | Not applicable | This product is not a platform software |
| 502.3.9 Modification of Text | Not applicable | This product is not a platform software |
| 502.3.10 List of Actions | Not applicable | This product is not a platform software |
| 502.3.11 Actions on Objects | Not applicable | This product is not a platform software |
| 502.3.12 Focus Cursor | Not applicable | This product is not a platform software |
| 502.3.13 Modification of Focus Cursor | Not applicable | This product is not a platform software |
| 502.3.14 Event Notification | Not applicable | This product is not a platform software |
| 502.4 Platform Accessibility Features | Not applicable | This product is not a platform software |
| 503.2 User Preferences | Partially Supports | This product supports user computer preferences. No user preferences for font, contrast, font type, and font size are included in the product. |
| 503.3 Alternative User Interfaces | Not applicable | There is no alternative user interface used for assistive technology for this product |
| 503.4.1 Caption Controls | Not applicable | This product does not include multimedia |
| 503.4.2 Audio Description Controls | Not applicable | This product does not include multimedia |
| 504.2 Content Creation or Editing (if not authoring tool, enter "not applicable") | Not applicable | This product is not an authoring tool |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable | This product is not an authoring tool |
| 504.2.2 PDF Export | Not applicable | This product is not an authoring tool |
| 504.3 Prompts | Not applicable | This product is not an authoring tool |
| 504.4 Templates | Not applicable | This product is not an authoring tool |

## Chapter 6: Support Documentation and Services

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 602.2 Accessibility and Compatibility Features | Does not Support | The documentation does not provide accessibility instructions. |
| 602.3 Electronic Support Documentation | Partially Supports | See information in WCAG section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports | Support documents are all in electronic formats and can be read by a screen reader. |
| 603.2 Information on Accessibility and Compatibility Features | Does not Support | |
| 603.3 Accommodation of Communication Needs | Supports | Support via the Internet is available through Cradlepoint Support at https://cradlepoint.com/support-services |

## Disclaimer

This document is for informational purposes only and the contents herein are subject to change without notice. Cradlepoint does not warrant that this document is error free and makes no warranties, expressed or implied. The information contained in this document represents the current view of

Cradlepoint on the issues discussed as of the date of publication. Cradlepoint cannot guarantee the accuracy of any information presented herein after the date of the publication. Cradlepoint specifically disclaims any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document.