



# Salesforce Accessibility Conformance Report

VPAT® (Voluntary Product Accessibility Template®) version 2.3

<b>Name of Product/Version:</b>	<b>Salesforce Lightning Communities Templates (Desktop) Spring '20</b>
<b>Report Date:</b>	<b>February 2020</b>
<b>Product Description:</b>	Salesforce Lightning Communities are powered by advanced online community software that connects employees, partners, and customers into a seamless, productive ecosystem, which works to better your business.
<b>Contact information:</b>	accessibility@salesforce.com
<b>Notes:</b>	The scope of this VPAT includes <b>Salesforce Lightning Communities Templates (Desktop)</b> . The scope comprises desktop version features from Customer Service, Customer Account Portal, Partner Central, and CMS App. The features related to mobile view, Sales, and Service cloud are out of this VPAT scope. For more information, please visit Salesforce Product Accessibility Status at <a href="https://www.salesforce.com/company/legal/508_accessibility">https://www.salesforce.com/company/legal/508_accessibility</a>
<b>Evaluation Methods Used:</b>	Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies. The following operating system, browsers, toolsets, and screen readers are used for evaluation: Windows 10, JAWS/Chrome, NVDA/Firefox, manual accessibility testing, and keyboard testing with visual focus.

## 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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1 at <a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> 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, - V1.1.2 (2015-04) at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	Yes

## WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- 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

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>The images provided within the Salesforce Lightning Community Templates (Desktop) have a meaningful alternative (alt) text descriptions. Non-relevant or decorative images have null alt attributes or are inserted as a background image.</p> <p>Form button controls have descriptive values, and form inputs have proper text labels. Salesforce Lightning Community Templates (Desktop) does not use CAPTCHA for any content access.</p> <p>Note: The Salesforce Lightning Community Templates allows content providers to upload images and provides options to specify text descriptions when inserting an image. Salesforce is not responsible for any images uploaded or modified by the content providers managing Salesforce Lightning Community Templates. They may or may not contain alternative information for the images.</p>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Salesforce Lightning Community Templates (desktop) core features do not include prerecorded audio-only or video-only as a standard default functionality. However, the content providers have an option to include prerecorded audio or video in the templates modified by them and may include an alternative representation.
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Salesforce Lightning Community Templates (Desktop) core features do not include prerecorded audio or video as a standard default functionality. Salesforce Lightning Community Template(s) does not provide the capability for captioning or defining an audio description of content provider specified video content.

<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Salesforce Lightning Community Templates (Desktop) core features do not include any audio description or time-based media alternative for any of the prerecorded video content provided as part of the standard templates.
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Salesforce Lightning Community Templates (Desktop) user interface contains semantic markup (headings, lists, etc.) to designate headings and emphasized text. Headings and WAI-ARIA landmarks, identity, role, operation, and state are used to help convey the presentation to assistive technologies.</p> <p>A descriptive text is used to indicate the various types of content and controls and the relationships between them. The form label elements are correctly associated and placed in-line for the form fields.</p> <p>The data tables with column and row headers are correctly identified (using the &lt;th&gt; and scope= "col" or "row" attributes).</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The "First" column table header cell is left blank, and no information is provided for the assistive technology users within the CMS App "Add Channels" and "Add Contributors" modal windows.</li> <li>• The table column headers within the "Partner Central - Report Detail" page is not compiled correctly within &lt;thead&gt; tag to define header rows for tables.</li> <li>• The ARIA parent role is not provided for the section widgets on the "Customer Service" and "Customer Portal" homepages in order for the assistive technology to announce the control relationship correctly.</li> </ul>

<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Salesforce Lightning Community Templates (Desktop) is developed in a meaningful and correct reading sequence that can be programmatically determined. As an example, inputs and labels are contained within the same division element and listed in the meaningful sequence.
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All instructions for operating within Salesforce Lightning Community Templates (Desktop) user interface content is provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound.

<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>Salesforce Lightning Community Templates (Desktop) does not use color alone to distinguish the importance of a visual element. The textual representation is always used as the primary mechanism for conveying information. Menus and tabs use highlighting to indicate the current location. The WAI-ARIA role and selected state also communicate the proper information.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The “Filter Applied” button current selection indication within the “Partner Central - Record Home (Activity)” tab is not announced as current or selected, which is highlighted by the blue background color.</li> <li>• The selected left menu item depicted visually by the blue color indicator available within the Partner Central template “Reports” and “Dashboards” list view is not announced as selected by assistive technology.</li> <li>• The selected message available within “My Messages” is not announced as current or selected, which is depicted visually by the blue background and border color.</li> <li>• The “Show” selected item depicted visually by the check icon is not announced as selected by the assistive technology available within the “CMS App - Add Contributor” modal window.</li> <li>• The current tab is not identified and alerted to the assistive technology users to inform the current tab state or selected, which is distinguished visually by the underline color on the “Top Banner” across “Customer Service” and “Customer Portal” template pages.</li> <li>• The “Toggle Chart,” “Filter,” and “Collaborate” button’s current selection indication within the “Partner Central - Reports Detail” are not announced as current or selected, which is highlighted by the blue background color whenever it is changed.</li> </ul>
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Not Applicable</p>	<p>Salesforce Lightning Community Templates (Desktop) pages do not include audio or video content by default.</p>

<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Salesforce Lightning Community Templates (Desktop) supports standard keyboard navigation and input functions (pressing [Tab] to move between input fields, pressing the arrow keys to move between list items and pressing [Space] or [Enter] to make selections).</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The second level menu available within the “Partner Central – Report Detail” page column headers is not directly accessible with the keyboard and not announced by the assistive technology.</li> <li>• The “Show Me” and “Created Date” filter dialog within the “Partner Central - Report Builder” view cannot be opened with keyboard, and interactive elements cannot be reachable with the keyboard.</li> <li>• The “Map Location” icon available next to the “Address” label within the “Customer Service - Book Appointment” section is not reachable or accessible with the keyboard.</li> <li>• The “Date Picker” dialog available within “Due Date” and “Earliest Start Permitted” text fields in the “Customer Service - Book Appointment” section are not reachable or accessible with the keyboard.</li> <li>• The moving of “Pipeline View Card” block options available within the “Partner Central Kanban” view page does not work correctly with the keyboard and assistive technology.</li> </ul>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Salesforce Lightning Community Templates (Desktop) core features support standard keyboard navigation and ensure that keyboard users cannot be trapped in a subset of content. The keyboard focus is not locked or trapped at any page element.</p>
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> <li>• Revised Section 508 – Does not apply</li> </ul>	Not Applicable	<p>Salesforce Lightning Community Templates (Desktop) core features provide some keyboard shortcuts for the standard controls and content. The users are not allowed to turn off or reconfigure shortcuts that consist of only character keys.</p>

<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Salesforce Lightning Community Templates (Desktop) provides session time alerts and also provides the option to select an additional time for continuing the login session. Other than this capability, there are no other features or functionalities that require any time limits.
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1(Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Salesforce Lightning Community Templates (Desktop) core interface does not contain any type of flashes or flashing objects.
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	<p>Salesforce Lightning Community Templates (Desktop) contains “Skip navigation” and “Skip to main content” links at the top of every page to bypass top header and navigation, respectively. The pages contain marked headings and WAI-ARIA landmarks to help users rapidly navigate to the desired content.</p> <p>The Iframe controls used on the Salesforce Lightning Community Templates (Desktop) core features are provided with title attributes to inform iframe purpose to assistive technology users.</p>



<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Salesforce Lightning Community Templates (Desktop) pages contain meaningful and relevant page titles that indicate the topic or purpose of each page.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• No title available or displayed on the “Ask a Question” modal window to describe the purpose or topic for the modal content.</li> </ul>
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality Software)</li> <li>• 11.2.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Salesforce Lightning Community Templates (Desktop) user interface and controls are navigated sequentially by tabbing through the various inputs &amp; labels. The user controls receive keyboard focus in the same tab order in which they are presented visually.</p> <p>Salesforce Lightning Community Templates (Desktop) uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page.</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Link elements within Salesforce Lightning Community Templates (Desktop) provide a purpose both through the link text itself and the title attribute, even when read out of context.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• The “View All” link under the “My Profile - Badges” and “Partner Central Homepage – Task” panels do not contain additional text describing the purpose of the link.</li> </ul>

<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Lightning Community Templates (Desktop) can be operated with a single pointer, without multipoint or path-based gestures for an operation.
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Lightning Community Templates (Desktop) does not have any functionality that can be operated or executed using a single pointer cancellation.
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3 (Open Functionality Software)</li> <li>• 11.2.5.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Salesforce Lightning Community Templates (Desktop) user interface has labels that include text or images of text that are visually presented with the name of the text.
<p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not Applicable	Salesforce Lightning Community Templates (Desktop) does not contain functionality that can only be operated via device or user motion.

<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.27 (Web)</li> <li>• 10.2.27 (non-web document)</li> <li>• 11.2.1.27 (Software)</li> <li>• 11.2.2.27 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The default language of the page is specified or set on the HTML tag for most of the pages in the Salesforce Lightning Community Templates (Desktop) pages.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• The “PDF Preview” modal window available within the “Partner Central” template contains an iframe that failed this criterion as there was no language specified.</li> </ul>
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.29 (Web)</li> <li>• 10.2.29 (non-web document)</li> <li>• 11.2.1.29 (Software)</li> <li>• 11.2.2.29 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>There is no context change within the Salesforce Lightning Community Templates (Desktop) user interface when a component receives focus.</p>
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.30 (Web)</li> <li>• 10.2.30 (non-web document)</li> <li>• 11.2.1.30 (Software)</li> <li>• 11.2.2.30 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Changing the setting of core components and features in the Salesforce Lightning Community Templates (Desktop) user interface does not initiate any change of context.</p>

<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Partially Supports</p>	<p>Users are visually notified when an input error is detected within the Salesforce Lightning Community Templates (Desktop) data entry forms if a required field has not been completed.</p> <p>Proper error information is provided for the visual users in the form of visual text on the field level input elements enabling users to identify which fields were omitted and which must be completed. Additionally, the Salesforce Lightning Community Templates (Desktop) uses “aria-required” and other ARIA properties to flag inputs with errors and relay this information to assistive technologies.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The error message available within the “Change Password” modal window is not announced by the assistive technology.</li> <li>• The form error message displayed below the “Summary Field” within the “Customer Service - Create Article” screen and below the “Message” text area within the “New Message” modal window is not announced by the assistive technology.</li> <li>• Whenever the “Error” information alert is displayed for the “New Task,” “Email,” and “New Event” forms within the “Partner Central - Record Detail” page, the assistive technology does not announce or inform the error alert information.</li> <li>• The required field error message displayed below the “Profile” combo box available within the “Partner Central - Account Management *New User)” modal window is not announced by the assistive technology.</li> <li>• The general error message displayed on the “Login” screen and “New Message” modal window is not announced by the assistive technology.</li> </ul>
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<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>The electronic form controls, including input fields and buttons in the Salesforce Lightning Community Templates (Desktop) core features, can be operated and accessed by using assistive technology. The form label elements within the Salesforce Lightning Community Templates (Desktop) core features are properly associated and placed in-line for the form fields.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The “Address” label and input textbox available within the “Customer Service - Book Appointment” screen is not associated appropriately.</li> <li>• The assistive text for the “Checked” and “Unchecked” checkboxes available within the “CMS App - Add Channels and Add Contributors” modal windows are not correctly provided and meaningful for the assistive technology users.</li> <li>• Some of the form buttons available within the “Partner Central – Report Builder and Report Details” pages do not contain any assistive value for the assistive technology to announce.</li> </ul>
<p><a href="#">4.1.1 Parsing</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>Salesforce Lightning Community Templates (Desktop) provides semantically correct markup for all interface elements. The HTML elements used within core features have complete start and end tags. All the HTML elements are properly nested, and markups used are programmatically generated to prevent parsing errors. The element’s IDs are identified uniquely.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• The “Account Detail” page within the “Customer Portal” template has multiple elements referenced with ARIA and with the same id attribute.</li> </ul>

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) – Not required
- 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)

Partially Supports

The name, role, and value used in Salesforce Lightning Community Templates (Desktop) user interface elements are available to assistive technologies via HTML or WAI-ARIA to describe the identity, operation, and state. All buttons are standard HTML form inputs.

However, there are a few exceptions:

- The selected “Email Notifications” option within the “Forum Topic” screen is always announced as “Unchecked” by the assistive technology as depicted visually by the check icon.
- The “Event - Meeting Time” selected item and selected option within the various combo box menu panel displayed within the “My Settings” page is not announced as selected by the assistive technology as depicted visually by the check icon.
- The “Sort by” selected item available within the “Feed” section and “Add Contributors” is not announced as selected by the assistive technology, but it is depicted visually by the check icon.
- No alert or (toast) notification is provided on the screen, nor there is an alert to the visually sighted or assistive technology users whenever the individual feed is “Flagged” or “Flag Removed.”
- The left selected message selection within the “Message” list view page and “Reports and Dashboards” list view pages is not announced selected, which is depicted visually by the background color.
- The currently selected tab on the “Top Banner” across customer portal template pages is not identified and alerted to the assistive technology users to inform the current tab state, which is distinguished visually by the underline color.
- The current selection indication for the “Toggle Chart,” “Filter,” and “Collaborate” buttons within the “Reports Detail” and the “Filter Applied” button within the “Partner Central - Record Home (Activity)” is not announced as current or selected, which is highlighted by the blue background color.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <li>• 10.1.2.4 (Non-web document)</li> <li>• 11.1.2.4 (Open Functionality Software)</li> <li>• 11.1.2.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Salesforce Lightning Community Templates (Desktop) does not include any live audio and video content.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Salesforce Lightning Community Templates (Desktop) does not contain any audio description (prerecorded).
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> <li>• Revised Section 508 – Does not apply</li> </ul>	Supports	Salesforce Lightning Community Templates (Desktop) does not restrict view and operation to a single display orientation.
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5 (Open Functionality Software)</li> <li>• 11.1.3.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> <li>• Revised Section 508 – Does not apply</li> </ul>	Supports	Salesforce Lightning Community Templates (Desktop) enables input of information about the user that can be programmed. Visible label with appropriate instructions is provided to guide the user through the input fields on the form.

<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Salesforce Lightning Community Templates (Desktop) color and theme are customizable, and content providers can configure and customize templates with different color schemes.</p> <p>Most of the default and standard features within the Salesforce Lightning Community Template (Desktop) screens provide sufficient color contrast between foreground and background text colors to enhance clarity, making it more legible for individuals with moderately low vision in user interface and controls.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• The default form validation error message within the “Change Password” screen fails to meet the minimum color contrast requirement.</li> </ul>
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Most of the text and images within the Salesforce Lightning Community Templates (Desktop) user interface can be resized with the browser zoom feature. Some of the pages or user interfaces contain issues when text size is zoomed at 200%. Text within the controls and pages work well below 150% text increase.</p>
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Salesforce Lightning Community Templates (Desktop) user interface does not contain images in lieu of text. All text content within is included as pure text.</p>



<p><b><u>1.4.10 Reflow</u></b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10.1 (Open Functionality Software)</li> <li>• 11.1.4.10.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> <li>• Revised Section 508 – Does not apply</li> </ul>	Supports	Salesforce Lightning Community Templates (Desktop) core user interface allows reflow and is presented without loss of information or functionality, and it does not require scrolling in two dimensions.
<p><b><u>1.4.11 Non-text Contrast</u></b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> <li>• Revised Section 508 – Does not apply</li> </ul>	Partially Supports	<p>Salesforce Lightning Community Template (Desktop) screens visual presentation color and theme for the form elements border and focus indicator (text inputs, select dropdowns, radio button, checkboxes, buttons, and custom menus) are customizable and content providers can configure and customize with different color schemes.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• The visual presentation for some of the informative icons available within the “Customer Service” and “Partner Central” templates do not meet the contrast ratio of at least 3:1 against adjacent color(s).</li> </ul>
<p><b><u>1.4.12 Text Spacing</u></b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> <li>• Revised Section 508 – Does not apply</li> </ul>	Supports	Salesforce Lightning Community Templates (Desktop) core user interface is implemented with proper use of CSS markup language that supports the different text style properties and ensures no loss of content or functionality when there is any change in setting or style properties such as line-height and spacing.
<p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> <li>• Revised Section 508 – Does not apply</li> </ul>	Partially Supports	<p>Salesforce Lightning Community Templates (Desktop) core user interface works in coordination with keyboard focus or pointer hover.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• The tooltip provided across “Salesforce Lightning Community Templates (Desktop)” pages on the informative icons and other places do not allow the mouse pointer to hover over the tooltip content, without the additional content disappearing.</li> </ul>

<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Salesforce Lightning Community Templates (Desktop) user interface and interaction are straightforward. It contains a landing home page and contextual top navigation, from which the user can launch or navigate to different sections or pages, as desired.
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Salesforce Lightning Community Templates (Desktop) contains descriptive headings and label texts to inform assistive technology users of their location and current activity.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• The heading structure within some of the core interface pages is not logically structured and nested available across the Salesforce Lightning Community Templates (Desktop).</li> </ul> <p>Note: Salesforce Lightning Community Template (Desktop) provides capabilities for defining descriptive headings and labels for the content providers.</p>
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The focus indicator within the Salesforce Lightning Community Templates (Desktop) user interface and controls are always visible and contrast well with the surrounding content and background.

<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	Supports	The human language information in the Salesforce Lightning Community Templates (Desktop) user interface uses HTML 5 language markup for the elements that are accessed directly by commonly available assistive technology. However, there is no mechanism to specify different languages for subsets of a page.
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	Supports	Salesforce Lightning Community Templates (Desktop) provides consistent and repeatable top menu navigation mechanisms across all pages to help users with assistive technologies.
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	Supports	Components and user interface controls are identified consistently for the same functionality across all Salesforce Lightning Community Templates (Desktop) pages.
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p>	Partially Supports	Whenever an error is automatically detected within Salesforce Lightning Community Templates (Desktop) data

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		<p>entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> <li>• The “To” required input text box available within the “New Message” screen and “Subject” input text box available within the “New/Edit Event” screen is not announced by the assistive technology as “required,” which is indicated visually by the asterisk next to the label.</li> <li>• The “Username” and “Password” input text fields available within the “Login” page are not marked as required, and the assistive technology does not announce them as required.</li> </ul>
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Data entered by users within Salesforce Lightning Community Templates (Desktop) functionalities are checked using validation methods to help users confirm and correct data submissions. Salesforce Lightning Community Templates (Desktop) does not contain forms that cause legal commitments or financial transactions.</p>
<p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document) – Does not apply</li> <li>• 11.4.1.3 (Open Functionality Software) – Does not apply</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Salesforce Lightning Community Templates (Desktop) provides status messages that can be programmatically determined using roles or properties which can be presented to the user of assistive technology without receiving any focus.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• The field level status message displayed on the “Report Builder - Create Formula” modal window is not announced by the assistive technology whenever it is shown on the screen.</li> </ul>

**Table 3: Success Criteria, Level AAA**

Notes: The Salesforce Lightning Community Templates (Desktop) has not been evaluated for WCAG 2.0 Level AAA conformance.

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### Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>Salesforce Lightning Community Templates (Desktop) uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies. Most of the core features and controls in the Salesforce Lightning Community Templates (Desktop) are reachable using the keyboard alone and announced by assistive technology.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
302.2 With Limited Vision	Partially Supports	<p>Salesforce Lightning Community Templates (Desktop) supports standard browser magnification and contrast adjustments. Salesforce Lightning Community Templates (Desktop) is compatible with assistive technologies and supports the use of screen readers for the visually impaired.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
302.3 Without Perception of Color	Partially Supports	<p>Salesforce Lightning Community Templates (Desktop) does not use color as the only means of conveying information. Color is only used as a decorative or supplemental attribute of user interface elements. The textual representation is always used as the primary mechanism for conveying information.</p> <p>However, there is an exception. Refer to the WCAG 2.x section 1.4.1 Use of Color for detail.</p>
302.4 Without Hearing	Not Applicable	Salesforce Lightning Community Templates (Desktop) does not include audio-only features that require a hearing to be used.
302.5 With Limited Hearing	Not Applicable	Salesforce Lightning Community Templates (Desktop) does not include audio-only features that require a hearing to be used.
302.6 Without Speech	Supports	<p>Salesforce Lightning Community Templates (Desktop) does not require speech to operate or retrieve information. Support service related to Salesforce Lightning Community Templates (Desktop) can be found at the Salesforce.com website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a></p>

302.7 With Limited Manipulation	Supports	Salesforce Lightning Community Templates (Desktop) supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the Salesforce Lightning Community Templates (Desktop) user interface does not require fine motor skills controls or simultaneous actions. The Salesforce Lightning Community Templates (Desktop) user interface and controls have large target areas that do not create problems for individuals who lack fine motor skills control or those who have limited reach and strength.
302.8 With Limited Reach and Strength	Supports	Salesforce Lightning Community Templates (Desktop) does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Salesforce Lightning Community Templates (Desktop) can be executed either by a mouse click or simple keystrokes (e.g., tab, space, alpha keys, alt).
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Salesforce Lightning Community Templates (Desktop) does not function in a way that is prohibitive to users with cognitive or learning impairments. Salesforce provides information on Salesforce Lightning Community Templates (Desktop) accessibility features in the documentation. End-users with disabilities can open support request directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a>

## Chapter 4: Hardware

Notes: The Salesforce Lightning Community Templates (Desktop) is a web application and is not subject to the requirements of this section.

## Chapter 5: Software

Notes: The Salesforce Lightning Community Templates (Desktop) is a web application and is not subject to the requirements of this section.

## Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Salesforce provides electronic versions of all product support documentation related to Salesforce Lightning Community Templates (Desktop). End-users with disabilities can request additional product support documentation by opening a new case at <a href="http://help.salesforce.com">http://help.salesforce.com</a>
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	End-users with disabilities can request additional product support documentation by opening a new case at <a href="http://help.salesforce.com">http://help.salesforce.com</a>
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Salesforce provides electronic versions of all product support documentation related to Salesforce accessibility. End-users with disabilities can request additional product support documentation by opening a new case at <a href="http://help.salesforce.com">http://help.salesforce.com</a>
603.3 Accommodation of Communication Needs	Supports	Support service related to Salesforce Lightning Community Templates (Desktop) can be found at the Salesforce.com help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a>

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## Chapter 4: [Functional Performance Statements \(FPS\)](#)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	<p>Salesforce Lightning Community Templates (Desktop) uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
4.2.2 Usage with limited vision	Partially Supports	<p>Salesforce Lightning Community Templates (Desktop) supports standard browser magnification and contrast adjustments and enables users to magnify the font size of the textual content available on the user screen.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
4.2.3 Usage without perception of color	Partially Supports	<p>Color is only used as a decorative or supplemental attribute of user interface elements. The textual representation is always used as the primary mechanism for conveying information.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
4.2.4 Usage without hearing	Not Applicable	Salesforce Lightning Community Templates (Desktop) does not include audio-only features that require a hearing to be used.
4.2.5 Usage with limited hearing	Not Applicable	Salesforce Lightning Community Templates (Desktop) does not include audio-only features that require a hearing to be used.
4.2.6 Usage without vocal capability	Not Applicable	Salesforce Lightning Community Templates (Desktop) does not require speech input.
4.2.7 Usage with limited manipulation or strength	Supports	Salesforce Lightning Community Templates (Desktop) supports standard input mechanisms such as user-provided keyboards and pointing devices.
4.2.8 Usage with limited reach	Not Applicable	
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Salesforce Lightning Community Templates (Desktop) does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition	Supports	Salesforce Lightning Community Templates (Desktop) uses a logical focus order and provides capabilities for specifying error text for user interface components.
4.2.11 Privacy	Supports	Salesforce Lightning Community Templates (Desktop) does not impede the usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcement.



## Chapter 5: Generic Requirements

Note: The Salesforce Lightning Community Templates (Desktop) supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

Criteria	Conformance Level	Remarks and Explanations
<b>5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2.1 Closed functionality</b>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Supports	
5.1.3.2 Auditory output delivery including speech	Not Applicable	
5.1.3.3 Auditory output correlation	Not Applicable	
5.1.3.4 Speech output user control	Not Applicable	
5.1.3.5 Speech output automatic interruption	Not Applicable	
5.1.3.6 Speech output for non-text content	Not Applicable	
5.1.3.7 Speech output for video information	Not Applicable	
5.1.3.8 Masked entry	Not Applicable	
5.1.3.9 Private access to personal data	Not Applicable	
5.1.3.10 Non-interfering audio output	Not Applicable	
5.1.3.11 Private listening	Not Applicable	
5.1.3.12 Speaker volume	Not Applicable	
5.1.3.13 Volume reset	Not Applicable	
5.1.3.14 Spoken languages	Not Applicable	
5.1.3.15 Non-visual error identification	Not Applicable	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	
5.1.4 Functionality closed to text enlargement	Not Applicable	
5.1.5 Visual output for auditory information	Not Applicable	
<b>5.1.6 Operation without keyboard interface</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.6.1 Closed functionality</b>	<b>See 5.1.3.1 through 5.1.3.16</b>	<b>See information in 5.1.3.1 through 5.1.3.16</b>
5.1.6.2 Input focus	Not Applicable	

5.2 Activation of accessibility features	Not Applicable	
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Not Applicable	
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	
5.6.2 Visual status	Not Applicable	
5.7 Key repeat	Not Applicable	
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

## Chapter 6: [ICT with Two-Way Voice Communication](#)

Note: The Salesforce Lightning Community Templates (Desktop) does not offer two-way voice communication and is therefore not subject to the requirements of this section.

## Chapter 7: [ICT with Video Capabilities](#)

Notes: Not Applicable

## Chapter 8: [Hardware](#)

Notes: Not Applicable

## Chapter 9: [Web \(see WCAG 2.x section\)](#)

## Chapter 10: [Non-Web Documents](#)

Notes: Not Applicable

## Chapter 11: [Software](#)

Notes: Not Applicable

## Chapter 12: [Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	See information in WCAG 2.x (602.2) section
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	See information in WCAG 2.x (603.2) section
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

## Chapter 13: [ICT Providing Relay or Emergency Service Access](#)

Notes: Not Applicable