



Salesforce Accessibility Conformance Report

VPAT® (Voluntary Product Accessibility Template®) version 2.3

Name of Product/Version:	Heroku Platform (Release Date: 8/21/2019)
Report Date:	November 2019
Product Description:	Heroku is a cloud platform that lets companies build, deliver, monitor, and scale apps. Heroku makes the processes of deploying, configuring, scaling, tuning, and managing apps as simple and straightforward as possible so that developers can focus on what's most important: building great apps that delight and engage customers.
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Notes:	The scope of this VPAT includes features of the Heroku platform . The Heroku platform features include: login; signup; Enterprise Accounts; managing access; team creation; configuration of a new app; adding, upgrading, and attaching add-ons; deploying an app; Pipelines and Review Apps; Postgres credential creation; Metrics; upgrading dynos; Heroku Connect. Some features such as Dataclips and Webhooks are out of scope for this VPAT. For more information, please visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility
Evaluation Methods Used:	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 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, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard	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>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The images provided within the Heroku platform 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. Heroku platform does use Google Re-CAPTCHA for account Signup.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • Some of the SVG icon images available within various Heroku platform pages are missing proper and meaningful alternative information to describe the purpose of the image. • The user profile images available within the “Manage Access,” “App Resources,” and “Manage Connection” pages do not contain any assistive value which is visible to the assistive technology. • The “Information” image available within the “Manage Access” page table column headers does not contain any meaningful alternative information. • The “Check” and “Cross” icon images available within the “Access” page are missing alternative information. • The “Logo” icon image available within the “Modify Plan” modal window does not contain any assistive value, which is visible to the assistive technology. • Some UI elements, images, meaningful information, and form controls rely on CSS to provide information that disappears when Windows High Contrast mode is enabled.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Heroku platform does not include prerecorded audio-only or video-only as a standard default functionality.

<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Heroku platform does not include prerecorded audio or video as a standard default functionality.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Heroku platform does not include any audio description or time-based media alternative for any of the prerecorded video content provided as part of the standard website.</p>

<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Heroku platform user interface mostly contains semantic markup 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>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • Some of the data tables within the “Heroku” platform used for displaying tabular content are not appropriately structured, as they do not include the scope (“col” or “row”) attribute to identify the relationship between column headers and table cells. • Sort information is not appropriately announced for some of the tabular data column headers. • Some of the “First” and “Last” column table header cells within the “Heroku” platform are left blank, and no information is provided for assistive technology users. • The current state expandable and collapsible sections available within the “Team Settings” page is not appropriately announced by the assistive technology. • The strikethrough text within the “Settings – Standard Object” page does not provide proper information for the assistive technology to announce. • The “tabs” text available within “Dashboard” and other pages contain multiple text values; due to this, the assistive technology announces the information multiple times. • Modal windows and dialog panels are not structured correctly to be announced by the assistive technology. • Notification information is not identified and announced by the assistive technology.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Heroku platform 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>

<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All instructions for operating within Heroku platform user interface content is provided in textual format. Instructions and operating content do not rely on shape, size, visual location, or upon sound.
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Heroku platform 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"> • The tab's current selection indication within the “Dashboard” and other pages across the “Heroku” platform pages are not announced as current or selected, which is highlighted in blue underline color. • Some of the button tabs’ current selection indication within the “Teams” and “Express” pages are not announced as current or selected, which is highlighted in purple background color.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Heroku platform pages do not include audio or video content by default.

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)

Partially Supports

Heroku platform 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).

However, there are a few exceptions:

- The “Favorite” icon available within the “Heroku” platform pages to mark “Apps” and “Spaces” as favorites is not accessible with the keyboard.
- Modal windows and dialog panels are not structured correctly to work with the keyboard and assistive technology.
- The informative icons available within the “View,” “Manage,” “Billing,” and “Create” column headers in the “Manage Access” page are not accessible using the keyboard.
- Some of the tooltip information available on the information icons within the “Heroku” platform pages are not keyboard accessible, and not announced by the assistive technology.
- The dialog menu within the “Heroku” platform pages remains open if the keyboard is moved out.
- The “Add to pipeline” link available within the “Create a new app” screen is not accessible using the keyboard.
- The expandable and collapsible options available within the “Resources” data table are not expandable or collapsible using the keyboard.
- The range slider control available within the “App Resources” page is not accessible and structured correctly to be used with a keyboard.
- The sortable options available within the “Heroku” platform page tabular data is not reachable or accessible with keyboard and/or announced by the assistive technology.
- The SVG visualization chart widgets displayed within the “Heroku” platform pages are not described correctly by the assistive technology, or the functions/controls are not accessible with the use of the keyboard.
- The “Date” and “Time” controls available within the “Log” page do not work well correctly with the keyboard and assistive technology.
- Some of the other links and navigation elements (buttons and menu) do not work with the keyboard and/or announced by assistive technology.

<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Heroku platform 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>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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 	Not Applicable	Heroku platform core features do not provide keyboard shortcuts for the standard controls and content.
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Heroku platform provides session time alerts, as well as options 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>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Not Applicable	Heroku platform interface does not contain any type of flashes or flashing objects.

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 	Partially Supports	<p>Heroku platform does not provide a “Skip navigation” link at the top of every page to bypass top header and navigation, respectively. The pages contain some WAI-ARIA landmarks to help users rapidly navigate to the desired content.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • The “Re-Captcha” control included within the “Sign-up” page with iframe control is missing the title attribute. • The “Apps” and “Metric Details” page contains iframe controls that are missing with the title attribute.
<p>2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Heroku platform pages contain meaningful and relevant page titles that indicate the topic or purpose of each page.</p>
<p>2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Heroku platform user interface and controls are navigated sequentially by tabbing through the various inputs and labels. The user controls receive keyboard focus in the same tab order in which they are presented visually.</p> <p>Heroku platform uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • The focus tab order within the “Heroku” platform top banner is not correctly structured. • The “Show Heroku Tools” and “Show Account” menu items available on the top right section remain accessible with the keyboard in a regular tab focus order whenever the menu is closed visually.

<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Link elements within the Heroku platform provide a purpose both through the link text itself and the title attribute, even when read out of context.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • The contextual links provided on the “Heroku” platform pages, such as “Learn More” do not describe the purpose of the link. • The external links and buttons available with the new window icon within various “Heroku” platform pages do not inform or warn assistive technology users of the link’s purpose. • The “Heroku” logo available on the “Sign Up” page header area does not have an assistive text that is visible to assistive technology. • Some of the action links available within “Heroku” platform pages do not contain any assistive text that is visible to assistive technology.
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	Supports	Heroku platform can be operated with a single pointer, without multipoint or path-based gestures for an operation.
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	Supports	Heroku platform does not have any functionality that can be operated or executed using a single pointer cancellation.
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 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) <p>Revised Section 508 – Does not apply</p>	Supports	Heroku platform user interface has labels that include text or images of text that are visually presented with the name of the text.

<p>2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	Not Applicable	Heroku platform does not contain any functionality that can only be operated via a device or user motion.
<p>3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The default language of the page is specified or set on the HTML tag for most of the pages in the Heroku platform pages.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • The document language is not available within the “Login,” “Sign up,” and “Reset Password” pages. • The document language is not provided within the iframe controls in the “Apps” and “Metric Detail” pages.
<p>3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	There is no context change within the Heroku platform user interface when a component receives focus.

<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Changing the setting of core components and features in the Heroku platform user interface does not initiate any change of context.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	Partially Supports	<p>Users are visually notified when an input error is detected within the Heroku platform data entry forms if a required field has not been completed.</p> <p>Proper error information is provided for visual users in the form of visual text on the field level input elements, enabling users to identify which fields were omitted and must be completed.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • The required field error message displayed below the text boxes across the “Heroku” platform pages are not announced by the assistive technology. • The required input text boxes for the “Sign Up” page form are not announced by assistive technology as required, which is indicated visually by the Asterisk next to the labels. • The required validation message displayed on the screen for the “Sign Up” form error is not announced by the assistive technology. • The error and success messages displayed below the “App Name” text box is not identified or announced by assistive technology. • The error panel information presented within the “Pipeline” and “Modify Plan” screens is not identified or announced by the assistive technology.

<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>The electronic form controls, including input fields and buttons in the Heroku platform, can be operated and accessed by using assistive technology. The form label elements within the Heroku 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"> • Some of the form elements such as the “Toggle checkbox,” “Action buttons,” “Select dropdown,” and “Input text box” within “Heroku” platform pages are not correctly associated with any form labels. • The “Dialog Menu” button available within the sub-navigation area across the Heroku site pages does not contain any assistive value. • The placeholder labels for the “Login” page are displayed inside the text box as the labels disappear when entering the input text box. • The “Menu” button image available within the “Apps” page does not contain any assistive value, which is available for the assistive technology. • The tooltip information available on the “App Resources - Range” text box and dropdown value are not announced by the assistive technology. • The “Edit Menu” and other “Object” buttons available within the “Apps Resources” page do not contain any assistive value.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Heroku platform 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"> • Some of the interactive element IDs are not unique within the Heroku platform pages.

<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>The name, role, and value used in Heroku platform 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.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> • Some of the form controls are not correctly associated. • Some of the images in the SVG format lack proper alternative text. • The ARIA attributes used for some of the interactive elements are not referenced correctly. • The iframes available within some of the pages are missing the title attribute. • The required error messages visually displayed within the “Heroku” platform pages are not announced by the assistive technology. • Some of the interactive buttons available do not contain any assistive value for assistive technology. • The document landmarks for the Heroku site pages are not correctly structured. • The breadcrumb trail displayed on the sub-navigation area across the “Heroku” platform page is not structured correctly for assistive technology. • The selected item depicted visually by the “Check icon” is not announced as “Selected” within the “Access” and “Apps Resources” pages. • No alert or (toast) notification is provided whenever any submission process is completed. • Some of the data tables within the “Heroku” platform used for displaying tabular content are not appropriately structured.
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Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Heroku platform does not include any live audio and video content.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Heroku platform does not contain any audio description (prerecorded).
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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 	Supports	Heroku platform pages supports portrait and landscape display orientation.
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 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 	Supports	Heroku platform enables input of information about the user that can be programmed. Visible labels with appropriate instructions are provided to guide the user through the input fields on the form.

<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Heroku platform provides 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 are a few exceptions:</p> <ul style="list-style-type: none"> • The standard action button controls available within the “Heroku” platform pages fail to meet the minimum color contrast ratio requirement. • The color contrast failed the minimum contrast ratio requirement for some of the text, links, and placeholder labels within the “Heroku” platform user screens, including “Login” and “Sign up” pages.
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Most of the text and images within the Heroku platform 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><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Heroku platform user interface does not contain images in lieu of text. All text content within is included as pure text.</p>
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	Supports	<p>Heroku platform is designed and structured to be viewed in the smaller screen sizes.</p>

<ul style="list-style-type: none"> Revised Section 508 – Does not apply 		
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) 12.2.4 (Support Docs) Revised Section 508 – Does not apply 	Partially Supports	<p>Heroku platform components and user controls primarily support - and are distinguishable - by individuals with moderately low vision with the accepted contrast ratio.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> The visual presentation for the custom form elements border and focus indicator (text inputs, select dropdowns, radio button, checkboxes, buttons, and custom menus) and some of the informative icons do not meet the contrast ratio of at least 3:1 against adjacent color(s).
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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 	Supports	<p>Heroku platform 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>
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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 	Partially Supports	<p>Heroku platform 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"> The navigation dialog menu across the “Heroku” site pages remains open and does not get closed even if the keyboard focus is moved out.

<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 	Supports	Heroku platform user interface and interaction are straightforward. It contains a landing dashboard page and contextual top and footer navigation, from which the user can launch or navigate to different sections or pages, as desired.
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does not Support	The headings within “Heroku” site pages are not correctly structured. Most of the pages within “Heroku” platform pages do not have proper headings portrayed both in a visual and technical manner.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The focus indicator within the Heroku platform user interface and controls are always visible and contrast well with the surrounding content and background.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> • The keyboard focus visual cue indicator is not visible or cannot be located easily on some of the other interactive elements, including the menus, buttons, select dropdowns, and links within “Heroku” platform pages while navigating on them.

<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	Supports	The human language information in the Heroku platform 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>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	Supports	Heroku platform provides consistent and repeatable top and footer navigation mechanisms across all pages to help users with assistive technologies.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) <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 Heroku platform pages.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p>	Partially Supports	Whenever an error is automatically detected within Heroku data entry forms, the error suggestions for

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>		<p>corrections are identified and provided visually to the user on the input form - but are not announced by the assistive technology. The required field elements are not provided with the “aria-required” attribute.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Data entered by users within the Heroku platform functionalities is checked using validation methods to help users confirm and correct data submissions. Heroku does not contain forms that cause legal commitments or financial transactions.</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	<p>Does not Support</p>	<p>Heroku platform provides status messages that are programmatically determined using roles or properties but are not available for assistive technology users.</p>

Table 3: Success Criteria, Level AAA

Notes: The Heroku platform 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
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302.1 Without Vision	Partially Supports	<p>Heroku platform 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 Heroku 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>Heroku platform supports standard browser magnification and contrast adjustments. Heroku is compatible with assistive technologies and supports the use of assistive technology 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>Heroku platform 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	Heroku platform does not include audio-only features that require hearing to be used.
302.5 With Limited Hearing	Not Applicable	Heroku platform does not include audio-only features that require hearing to be used.
302.6 Without Speech	Supports	<p>Heroku platform does not require speech to operate or retrieve information. Support services related to the Heroku platform can be found at the Heroku.com website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open a support request directly at https://help.heroku.com/.</p>
302.7 With Limited Manipulation	Partially Supports	<p>Heroku platform supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the Heroku user interface does not require fine motor skills controls or simultaneous actions. The Heroku 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.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
302.8 With Limited Reach and Strength	Partially Supports	<p>Heroku platform does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Heroku can be executed either by a mouse click or simple keystrokes (e.g., tab, space, alpha keys, alt).</p> <p>However, there are some exceptions. Refer to the WCAG 2.x section for details.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<p>Heroku platform does not function in a way that is prohibitive to users with cognitive or learning impairments. Salesforce provides information on Heroku accessibility features in the documentation. End-users with disabilities can open a support request directly at https://help.heroku.com/.</p>

Chapter 4: Hardware

Notes: The Heroku platform is a web application and is not subject to the requirements of this section.

Chapter 5: Software

Notes: The Heroku platform 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
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	Salesforce provides electronic versions of all product support documentation related to Heroku. End-users with disabilities can request additional product support documentation by opening a new case at http://help.salesforce.com
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 https://help.heroku.com/ .
603 Support Services	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 https://help.heroku.com/ .
603.3 Accommodation of Communication Needs	Supports	Support services related to the Heroku platform can be found at the Heroku.com help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open a support request directly at https://help.heroku.com/ .

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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>The Heroku platform 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>The Heroku platform 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 colour	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	The Heroku platform does not include audio-only features that require hearing to be used.
4.2.5 Usage with limited hearing	Not Applicable	The Heroku platform does not include audio-only features that require hearing to be used.
4.2.6 Usage without vocal capability	Not Applicable	The Heroku platform does not require speech input.
4.2.7 Usage with limited manipulation or strength	Supports	The Heroku platform 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	Supports	The Heroku platform does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition	Supports	Heroku platform uses a logical focus order and provides capabilities for specifying error text for user interface components.
4.2.11 Privacy	Supports	The Heroku platform does not impede the usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to assistive technology announcements.

Chapter 5: Generic Requirements

Note: The Heroku platform supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	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	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	
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	

5.2 Activation of accessibility features	Not Applicable	
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Not Applicable	
5.5 Operable parts	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	
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	
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 Heroku platform 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
12.1 Product documentation	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
12.2 Support Services	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