Salesforce Accessibility Conformance Report International Edition

VPAT® (Voluntary Product Accessibility Template®) version 2.5Rev

Name of Product/Version:	Health Cloud - Provider Network Management / Winter '26
Report Date:	November 2025
Product Description:	Salesforce Health Cloud is a CRM focussed on providing Health Care and Life Sciences organizations (across segments Providers, Health Plans, Med Tech, Pharma and Public Health) the experience platform to engage with their customers.
Contact information:	accessibility@salesforce.com
Notes:	The scope of this ACR includes the functionalities / components from Health Cloud Provider Network Management (PNM):

- Admin Setup
- OS and Flexcards for provider portal
- Gen AI mapping

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 following the WCAG-EM and using a combination of static analysis tools and manual testing with assistive technologies. The testing included a representative sample of different pages, states and content types. The following operating systems, browsers, toolsets, and screen readers are used for evaluation: Windows 11, JAWS/Chrome, NVDA/Firefox, VoiceOver/Safari (spot-checks), 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	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.2	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	Yes

Terms

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

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.

- **Not Applicable**: The criterion is not relevant to the product.

- **Not Evaluated**: The product has not been evaluated against the criterion.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
    - Clause 9 - Web
    - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
    - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
    - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
    - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
    - 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 2.1 Conformance Requirements**.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria ● 9.1.1.1 (Web) ● 10.1.1.1 (Non-web document) ● 11.1.1.1.1 (Open Functionality Software) ● 11.1.1.1.2 (Closed Functionality Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Non-text content has equivalent text alternatives in content tested.

[1.2.1 Audio-only and Video-only (Prerecorded)](#) (Level A) Also applies to: EN 301 549 Criteria 9.1.2.1 (Web) 10.1.2.1 (Non-web document) 11.1.2.1.1 (Open Functionality Software) 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	No audio or video content was encountered in testing.
[1.2.2 Captions (Prerecorded)](#) (Level A) Also applies to: EN 301 549 Criteria 9.1.2.2 (Web) 10.1.2.2 (Non-web document) 11.1.2.2 (Open Functionality Software) 11.1.2.2 (Closed Software) 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)	Not Applicable	No video content was encountered in testing.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	No audio or video content was encountered in testing.

1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Information, structure, and relationships conveyed through presentation of content are also determinable programmatically in most cases. Exceptions: - The expand/collapse controls on the Setup page are named differently according to whether the control is expanded or collapsed. - Headings skip levels or are not nested correctly on some pages. - On the flex card request page in the "Ask a question" modal, the tooltip for "Topic" is not announced by screen readers. - On the flex card request page in the "Ask a question" modal, the instructional text is not programmatically associated with the upload control. - The content of the tooltip in the Einstein Field Mapping modal is not read by screen readers - In PNM Settings, the lists are not properly nested/marked up.

1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	A correct reading sequence can be programmatically determined in content tested.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Sensory characteristics alone are not used to convey meaning in content tested.

1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Color alone is not used to convey information in content tested.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	No audio content was encountered in testing.

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)
	Supports	Interactive content is operable through keyboard alone.

2.1.2 No Keyboard Trap (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.2.1.2 (Web)
    ● 10.2.1.2 (Non-web document)
    ● 11.2.1.2 (Open Functionality Software)
    ● 11.2.1.2 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	No keyboard trap was encountered in testing.

2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)
     Also applies to:
     EN 301 549 Criteria
     ● 9.2.1.4 (Web)
     ● 10.2.1.4 (Non-web document)
     ● 11.2.1.4.1 (Open Functionality Software)
     ● 11.2.1.4.2 (Closed Software)
     ● 11.8.2 (Authoring Tool)
     ● 12.1.2 (Product Docs)
     ● 12.2.4 (Support Docs)
     Revised Section 508 – Does not apply
	Not Applicable	No keyboard shortcuts using a single character encountered in testing.

2.2.1 Timing Adjustable (Level A)
     Also applies to:
     EN 301 549 Criteria
     ● 9.2.2.1 (Web)
     ● 10.2.2.1 (Non-web document)
     ● 11.2.2.1 (Open Functionality Software)
     ● 11.2.2.1 (Closed Software)
     ● 11.8.2 (Authoring Tool)
     ● 12.1.2 (Product Docs)
     ● 12.2.4 (Support Docs)
     Revised Section 508
     ● 501 (Web)(Software)
     ● 504.2 (Authoring Tool)
     ● 602.3 (Support Docs)
	Not Applicable	Timeout situation not encountered.

[2.2.2 Pause, Stop, Hide](#) (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	No moving, blinking, or auto-updating content encountered in testing.
[2.3.1 Three Flashes or Below Threshold](#) (Level A) Also applies to: EN 301 549 Criteria ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Pages tested do not contain flashing.

2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Skip links are provided to skip past repeated content in pages tested.

2.4.2 Page Titled (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.4.2 (Web)
   • 10.2.4.2 (Non-web document)
   • 11.2.4.2 (Open Functionality Software) - Does not apply
   • 11.2.4.2 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Pages tested have meaningful titles.

2.4.3 Focus Order (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.4.3 (Web)
   • 10.2.4.3 (Non-web document)
   • 11.2.4.3 (Open Functionality Software)
   • 11.2.4.3 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Partially Supports	Focus order makes sense and preserves typical expected left-right, up-down reading order in most cases.
		
		Exception:
		   • When the Define CSV Schema and Fields pane is open, focus is not trapped in the pane and is able to go to the content behind it that is visually obscured by the lightbox.

2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Link purpose is clear from the link text alone or from context in content tested.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	Functionality using multipoint or path-based gestures not found in testing.

2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)
    Also applies to:
    EN 301 549 Criteria
      ● 9.2.5.2 (Web)
      ● 10.2.5.2 (Non-web document)
      ● 11.2.5.2 (Open Functionality Software)
      ● 11.2.5.2 (Closed Software)
      ● 11.8.2 (Authoring Tool)
      ● 12.1.2 (Product Docs)
      ● 12.2.4 (Support Docs)
    Revised Section 508 – Does not apply
	Supports	No functionality is executed on the down event in content tested.

2.5.3 Label in Name (Level A 2.1 and 2.2)
    Also applies to:
    EN 301 549 Criteria
      ● 9.2.5.3 (Web)
      ● 10.2.5.3 (Non-web document)
      ● 11.2.5.3.1 (Open Functionality Software)
      ● 11.2.5.3.2 (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	Visual labels mostly match the accessible name in content tested. Exception:
		  ● On step 2 of the PNM flex card request page, the link with visible text "Learn More" has an accessible name that does not match ("View Instructions").
		  ● When using PNM to create a dataset mapping and going into Data Processing Engine (DPE), there is a link with an aria-label that overrides the visible text.

2.5.4 Motion Actuation (Level A 2.1 and 2.2)
 	
Also applies to:
EN 301 549 Criteria
    ● 9.2.5.4 (Web)
    ● 10.2.5.4 (Non-web document)
    ● 11.2.5.4 (Open Functionality Software)
    ● 11.2.5.4 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Not Applicable	No functionality activated by device or user motion was encountered in testing.

3.1.1 Language of Page (Level A)
 	
Also applies to:
EN 301 549 Criteria
    ● 9.3.1.1 (Web)
    ● 10.3.1.1 (Non-web document)
    ● 11.3.1.1.1 (Open Functionality Software)
    ● 11.3.1.1.2 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	The default language of the page is programmatically available.

3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When interactive components receive focus, it does not initiate a change in context.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When form fields receive input, it does not initiate a change in context.

3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Help mechanisms repeated on pages tested occur in the same relative order.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Errors are identified and described in text to the user.

3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	When content requires user input, labels and instructions are provided in most cases. Exception: • The file upload field in the flex card form is not marked as required and the user can proceed through the steps in the process until there is an error at the end.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Information is not required to be entered more than one time in content tested.

4.1.1 Parsing (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.4.1.1 (Web)
    ● 10.4.1.1 (Non-web document)
    ● 11.4.1.1.1 (O` 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)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

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) – Does not apply
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Partially Supports	The name, role, value and state for most UI elements can be programmatically determined. Exceptions:
		    ● Screen readers do not correctly read the status text on each table in the PNM dashboard because there is an aria-label overriding the status text.
		    ● On the PNM dashboard when selecting a case and viewing the preview dialog, the non-interactive labels are given role="link".
		    ● When using PNM to create a dataset mapping and going into Data Processing Engine (DPE), the actions menus available in DPE do not have an accessible name.
		    ● In PNM Settings, there is an aria-hidden attribute on icons that causes screen readers to ignore whether a sub-step has been completed.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.2.4 (Web) ● 10.1.2.4 (Non-web document) ● 11.1.2.4 (Open Functionality Software) ● 11.1.2.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Content requiring captions not encountered in testing.

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.1.2.5 (Web)
   • 10.1.2.5 (Non-web document)
   • 11.1.2.5 (Open Functionality Software)
   • 11.1.2.5 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not Applicable	Content requiring audio description not encountered in testing.

1.3.4 Orientation (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
   • 9.1.3.4 (Web)
   • 10.1.3.4 (Non-web document)
   • 11.1.3.4 (Open Functionality Software)
   • 11.1.3.4 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	Content is not restricted to a single orientation (portrait or landscape).

1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.1.3.5 (Web)
    ● 10.1.3.5 (Non-web document)
    ● 11.1.3.5.1 (Open Functionality Software)
    ● 11.1.3.5.2 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Not Applicable	Fields collecting information about the user not identified in testing.

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 9.1.4.3 (Web)
    ● 10.1.4.3 (Non-web document)
    ● 11.1.4.3 (Open Functionality Software)
    ● 11.1.4.3 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Partially Supports	Text meets or exceeds the contrast minimums in content tested, with an exception:
		    ● PNM flex cards skip link text does not have sufficient contrast with background

1.4.4 Resize text (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.4 (Web)
   • 10.1.4.4 (Non-web document)
   • 11.1.4.4.1 (Open Functionality Software)
   • 11.1.4.4.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Text can be resized up to 200% in content tested without loss of functionality.

1.4.5 Images of Text (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.5 (Web)
   • 10.1.4.5 (Non-web document)
   • 11.1.4.5.1 (Open Functionality Software)
   • 11.1.4.5.2 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not Applicable	No images of text encountered in testing.

1.4.10 Reflow (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.1.4.10 (Web)
    ● 10.1.4.10 (Non-web document)
    ● 11.1.4.10 (Open Functionality Software)
    ● 11.1.4.10 (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	When zooming in to 400% browser size, content reflows and is not cut off or obscured in some areas of PNM such as the Experience Cloud content. Exceptions include:
		    ● Create Dataset Mapping workflow
		    ● Dashboard

1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.1.4.11 (Web)
    ● 10.1.4.11 (Non-web document)
    ● 11.1.4.11 (Open Functionality Software)
    ● 11.1.4.11 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Partially Supports	Most non-text content meets or exceeds the minimum 3:1 contrast ratio. Exception:
		    ● PNM flex cards bell icon

1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	When applying changes to line height, paragraph, word spacing etc., no loss of content or functionality was encountered.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Support	Hoverable and focusable content is dismissible, persistent, and hoverable in content tested.

2.4.5 Multiple Ways (Level AA)
Also applies to:
EN 301 549 Criteria
  ● 9.2.4.5 (Web)
  ● 10.2.4.5 (Non-web document) – Does not apply
  ● 11.2.4.5 (Open Functionality Software) – Does not apply
  ● 11.2.4.5 (Closed Software) – Does not apply
  ● 11.8.2 (Authoring Tool)
  ● 12.1.2 (Product Docs)
  ● 12.2.4 (Support Docs)
Revised Section 508
  ● 501 (Web)(Software) – Does not apply to non-web software
  ● 504.2 (Authoring Tool)
  ● 602.3 (Support Docs) – Does not apply to non-web docs
	Supports	Multiple ways including searching and browsing are provided to navigate content.

[2.4.6 Headings and Labels](#) (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.2.4.6 (Web)
   ● 10.2.4.6 (Non-web document)
   ● 11.2.4.6 (Open Functionality Software)
   ● 11.2.4.6 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Partially Supports	Headings and labels appropriately describe topic/purpose in most content tested.
		Exceptions:
		   ● The expand/collapse controls on the Setup page are named differently according to whether the control is expanded or collapsed, which can lead to confusion.
		   ● The icon/image that indicates opening a new window is not named as such.

[2.4.7 Focus Visible](#) (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.2.4.7 (Web)
   ● 10.2.4.7 (Non-web document)
   ● 11.2.4.7 (Open Functionality Software)
   ● 11.2.4.7 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Supports	Interactive controls have visible keyboard focus indicators in content tested.

2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) 　EN 301 549 Criteria – Does not apply 　Revised Section 508 – Does not apply	Supports	Focus indicators are not obscured.
2.5.7 Dragging Movements (Level AA 2.2 only) 　EN 301 549 Criteria – Does not apply 　Revised Section 508 – Does not apply	Not Applicable	No functionality requiring dragging movements encountered in testing.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) 　EN 301 549 Criteria – Does not apply 　Revised Section 508 – Does not apply	Supports	Interactive items meet or exceed the minimum target size in content tested.
3.1.2 Language of Parts (Level AA) 　Also applies to: 　EN 301 549 Criteria 　● 9.3.1.2 (Web) 　● 10.3.1.2 (Non-web document) 　● 11.3.1.2 (Open Functionality Software) – Does not apply 　● 11.3.1.2 (Closed Software) – Does not apply 　● 11.8.2 (Authoring Tool) 　● 12.1.2 (Product Docs) 　● 12.2.4 (Support Docs) 　Revised Section 508 　● 501 (Web)(Software) 　● 504.2 (Authoring Tool) 　● 602.3 (Support Docs)	Not Applicable	No content outside the main page language (English) was encountered in testing.

3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Repeated navigation appears in a consistent place (top of page) on pages tested.

3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Components that have the same functionality within a set of Web pages are identified consistently in content tested.

3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Errors are identified and suggestions for correction are provided.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Form submissions are reversible in content tested.

3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Applicable	Cognitive function tests were not given during authentication.

4.1.3 Status Messages (Level AA 2.1 and 2.2)
    Also applies to:
    EN 301 549 Criteria
      ● 9.4.1.3 (Web)
      ● 10.4.1.3 (Non-web document)
      ● 11.4.1.3 (Open Functionality Software)
      ● 11.4.1.3 (Closed Software) – Does not apply
      ● 11.8.2 (Authoring Tool)
      ● 12.1.2 (Product Docs)
      ● 12.2.4 (Support Docs)
    Revised Section 508 – Does not apply
	Supports	Messages that appeared visually were also announced by screen readers in content tested.

Table 3: Success Criteria, Level AAA

Notes: This product has not been evaluated for WCAG 2.2 Level AAA conformance.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	See information in WCAG 2.x section
302.2 With Limited Vision	Partially Supports	See information in WCAG 2.x section
302.3 Without Perception of Color	Supports	See information in WCAG 2.x section
302.4 Without Hearing	Supports	See information in WCAG 2.x section
302.5 With Limited Hearing	Supports	See information in WCAG 2.x section
302.6 Without Speech	Supports	See information in WCAG 2.x section
302.7 With Limited Manipulation	Partially Supports	See information in WCAG 2.x section
302.8 With Limited Reach and Strength	Supports	See information in WCAG 2.x section
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	See information in WCAG 2.x section

Chapter 4: Hardware

Notes: This product is a web application and is not subject to the requirements of this section.

Chapter 5: Software

Notes: This product is a web application and is not subject to the requirements of this section.

Chapter 6: Support Documentation and Services

Notes:

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 this product. End-users with disabilities can request additional product support documentation by opening a new case at https://help.salesforce.com/

Criteria	Conformance Level	Remarks and Explanations
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.salesforce.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 this product's accessibility. End-users with disabilities can request additional product support documentation by opening a new case at **https://help.salesforce.com/**
603.3 Accommodation of Communication Needs	Supports	Support services related to this product 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 requests directly at **https://help.salesforce.com/**

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	See information in WCAG 2.x section
4.2.2 Usage with limited vision	Partially Supports	See information in WCAG 2.x section
4.2.3 Usage without perception of color	Supports	See information in WCAG 2.x section
4.2.4 Usage without hearing	Supports	See information in WCAG 2.x section
4.2.5 Usage with limited hearing	Supports	See information in WCAG 2.x section
4.2.6 Usage with no or limited vocal capability	Supports	See information in WCAG 2.x section
4.2.7 Usage with limited manipulation or strength	Partially Supports	See information in WCAG 2.x section
4.2.8 Usage with limited reach	Supports	See information in WCAG 2.x section
4.2.9 Minimize photosensitive seizure triggers	Supports	See information in WCAG 2.x section
4.2.10 Usage with limited cognition, language or learning	Supports	See information in WCAG 2.x section
4.2.11 Privacy	Supports	See information in WCAG 2.x section

Chapter 5: Generic Requirements

Notes: This product supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

Chapter 6: ICT with Two-Way Voice Communication

Notes: This product 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: This product does not offer video captioning and audio description and is therefore not subject to the requirements of this section.

Chapter 8: Hardware

Notes: Not Applicable

Chapter 9: Web (see WCAG 2.x section)

Notes: Not Applicable

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