# **Mimecast Accessibility Conformance Report** **Revised Section 508 Edition**

**(Based on VPAT**® **Version 2.4Rev)**

## Name of Product/Version: Administration Console

## Report Date: 2nd March 2024

## Product Description:

Administration Console enables IT administrators to control Mimecast services for their business. Users can manage aspects of cyber security including email protection, archived content, and reporting.

## Contact Information:

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## Notes:

The report is based on an evaluation of the homepage, web security policies page, list of policies and edit policy form.

## Evaluation Methods Used:

The Administration Console was evaluated using Chrome and Safari on a MacOS laptop. Methods included manual, automated and assistive technology testing. Automated testing tools included browser extensions aXeCore and ARC Toolkit. Assistive technologies included VoiceOver with Safari.

## 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](http://www.w3.org/TR/2008/REC-WCAG20-20081211) | Level A (Yes)  Level AA (Yes)  Level AAA (No) |
| [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) | (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. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

* Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
* Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### Table 1: Success Criteria, Level A

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Partially Supports | | Web: Majority of images have alternative text. Exceptions are:   * Brand logo missing alternative text. * Decorative images in forms are inappropriately programmatically exposed. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Not Applicable | | Web: No audio or video content present. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Not Applicable | | Web: No audio or video content present. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Not Applicable | | Web: No audio or video content present. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Partially Supports | | Web: Instances of text not programmatically determined as headings.  There are instances of labels not programmatically associated with their form control.  Tables are programmatically determined, but instances of table headers are not.  Some instances of layout tables used. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Partially Supports | | Web: Majority of content is in a meaningful reading order.  Homepage has instance of multiple sections of content grouped into a single accessible element, disrupting the reading order. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: Instructions are provided in a way that does not rely on sensory characteristics. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Partially Supports | | Web: Some links are presented in a way that color is the only means of distinguishing them. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Not Applicable | | Web: There is no audio content present. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does Not Support | | Web: Navigation and majority of operations include interactive elements that cannot be reached by keyboard alone. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: Keyboard focus is never trapped. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: There are no time limits or time limits are beyond 24 hours. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: There is no moving content. |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: There are no flashing images. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A)  Also applies to:  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 | | Web: Does Not Support | | Web: There is no mechanism to skip repeated content. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Partially Supports | | Web: All web pages are titled; however, each page uses the same title. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Partially Supports | | Web: The homepage main content is the first item in the focus order.  All other pages and content have logical focus order. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: Links are purposeful when presented with context. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: Language of page is defined. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: There is no change of context on focus. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Partially Supports | | Web: Instances of form controls that when adjusted change keyboard focus and refresh page without warning. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: Errors are identified in text. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: Labels or instructions are provided when user input is required. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: All HTML is nested according to specification. There are no duplicate id values or attributes. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does Not Support | | Web: Majority of interactive controls in the header are missing programmatic names or roles.  Majority of icon buttons missing programmatic names. |

### Table 2: Success Criteria, Level AA

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Not Applicable | | Web: There is no audio or video content present. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Not Applicable | | Web: There is no audio or video content present. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Partially Supports | | Web: Majority of text meets at least 4.5:1 contrast. There are instances of grey text within tables that fall below this contrast. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: All text can be resized up to 200% without loss of content. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: There are no images of text that can otherwise be created in a markup language. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA)  Also applies to:  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 | | Web: Supports | | Web: Menu navigation and search are available to navigate the site. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: Headings and labels describe the topic or purpose of the section or form control it is for. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Partially Supports | | Web: Majority of interactive content has visible focus. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Not Applicable | | Web: There is no content in a language different from the main language. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA)  Also applies to:  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 | | Web: Supports | | Web: Navigation is consistent throughout the website. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA)  Also applies to:  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 | | Web: Supports | | Web: Functionality with the same behavior is consistently identified with the same programmatic name and visible label. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: If solutions to an issue is known, the user is made aware of it in text. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports | | Web: Submissions are reversible or require user confirmation. |

## Revised Section 508 Report

Notes:

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/ict/#chapter-3-functional-performance-criteria) (FPC)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 302.1Without Vision | Web: Partially Supports | Web: Majority of functionality is operable without vision. However, exceptions are noted in **1.1.1 Non-text Contrast**, **1.3.1 Info and Relationships**, **2.1.1 Keyboard** and **4.1.2 Name, Role, Value**. |
| 302.2 With Limited Vision | Web: Partially Supports | Web: Majority of content is operable with limited vision. However, as noted in **1.4.3 Color Contrast (Minimum),** there are instances of gray text that affect users with limited vision. |
| 302.3Without Perception of Color | Web: Partially Supports | Web: Majority of content does not require perception of color. However, as noted in **1.4.1 Use of Color**, there are hyperlinks that require perception of color to distinguish them. |
| 302.4Without Hearing | Web: Supports | Web: The product does not require hearing. |
| 302.5With Limited Hearing | Web: Supports | Web: The product does not require hearing. |
| 302.6Without Speech | Web: Supports | Web: The product does not require speech. |
| 302.7With Limited Manipulation | Web: Does Not Support | Web: Essential functionality is either difficult or not possible to use with limited manipulation. This is described in **2.1.1 Keyboard**, **2.4.3 Focus Order** and **2.4.7 Focus Visible**. |
| 302.8With Limited Reach and Strength | Web: Does Not Support | Web: Essential functionality is either difficult or not possible to use with limited manipulation. This is described in **2.1.1 Keyboard**, **2.4.3 Focus Order** and **2.4.7 Focus Visible**. |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Web: Partially Supports | Web: Majority of the website can be accessed by people with limited language, cognitive and learning abilities. However, there are exceptions which are noted in **2.4.3 Focus Order** and **2.4.2 Page Titled**. |

### Chapter 4: [Hardware](https://www.access-board.gov/ict/#chapter-4-hardware)

Notes: Not Applicable.

### Chapter 5: [Software](https://www.access-board.gov/ict/#chapter-5-software)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| **501.1 Scope – Incorporation of WCAG 2.0 AA** | See WCAG 2.x section | See information in WCAG 2.x section |
| [***502 Interoperability with Assistive Technology***](https://www.access-board.gov/ict/#502-interoperability-assistive-technology) | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not Applicable | The product is not platform software. |
| 502.2.2 No Disruption of Accessibility Features | Supports | The product does not disrupt accessibility features. |
| ***502.3 Accessibility Services*** | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Not Applicable | Not applicable to web. |
| 502.3.2 Modification of Object Information | Not Applicable | Not applicable to web. |
| 502.3.3 Row, Column, and Headers | Not Applicable | Not applicable to web. |
| 502.3.4 Values | Not Applicable | Not applicable to web. |
| 502.3.5 Modification of Values | Not Applicable | Not applicable to web. |
| 502.3.6 Label Relationships | Not Applicable | Not applicable to web. |
| 502.3.7 Hierarchical Relationships | Not Applicable | Not applicable to web. |
| 502.3.8 Text | Not Applicable | Not applicable to web. |
| 502.3.9 Modification of Text | Not Applicable | Not applicable to web. |
| 502.3.10 List of Actions | Not Applicable | Not applicable to web. |
| 502.3.11 Actions on Objects | Not Applicable | Not applicable to web. |
| 502.3.12 Focus Cursor | Not Applicable | Not applicable to web. |
| 502.3.13 Modification of Focus Cursor | Not Applicable | Not applicable to web. |
| 502.3.14 Event Notification | Not Applicable | Not applicable to web. |
| 502.4 Platform Accessibility Features | Not Applicable | Not applicable to web. |
| [***503 Applications***](https://www.access-board.gov/ict/#503-applications) | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Supports | Product allows users to apply custom preferences. |
| 503.3 Alternative User Interfaces | Not Applicable | Not applicable to web. |
| ***503.4 User Controls for Captions and Audio Description*** | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Not Applicable | There is no video or audio content. |
| 503.4.2 Audio Description Controls | Not Applicable | There is no video or audio content. |
| [***504 Authoring Tools***](https://www.access-board.gov/ict/#504-authoring-tools) | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing | Not Applicable | The product is not an authoring tool. |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | The product is not an authoring tool. |
| 504.2.2 PDF Export | Not Applicable | The product is not an authoring tool. |
| 504.3 Prompts | Not Applicable | The product is not an authoring tool. |
| 504.4 Templates | Not Applicable | The product is not an authoring tool. |

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/ict/#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***](https://www.access-board.gov/ict/#602-support-documentation) | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | Not Applicable | No accessibility and compatibility features to document. |
| 602.3 Electronic Support Documentation | See [WCAG 2.x](#_WCAG_2.x_Report) section | See information in WCAG 2.x section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not Applicable | No documentation in non-electronic format. |
| [***603 Support Services***](https://www.access-board.gov/ict/#603-support-services) | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Not Applicable | No accessibility and compatibility features to document. |
| 603.3 Accommodation of Communication Needs | Supports | Raise support case form presented in an accessible fashion. |

## Legal Disclaimer (Mimecast)

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