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

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

## Name of Product/Version: Knowledge Hub

## Report Date: 2nd May 2024

## Product Description:

Documentation support for Mimecast products.

## Contact Information:

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## Notes:

Application is web-based.

## Evaluation Methods Used:

Knowledge Hub 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) | | Partially Supports | | Majority of non-text content has appropriate text alternatives, with exceptions:   * The icon to indicate views has no alternative text. * Instructional images on some articles have no alternative text. |
| [**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) | | Not Applicable | |  |
| [**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) | | Not Applicable | |  |
| [**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) | | Not Applicable | |  |
| [**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) | | Partially Supports | | Majority of information and relationships are programmatically determined. However, some headings throughout   * Headings not programmatically determined. |
| [**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) | | Supports | |  |
| [**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) | | Supports | |  |
| [**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) | | Partially Supports | | The focus indicator on cards has a contrast of 1.4:1. |
| [**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) | | Not Applicable | | There is no audio content. |
| [**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) | | Partially Supports | | The configure option under Guides & Resources does not receive keyboard focus. |
| [**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) | | Supports | |  |
| [**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) | | Partially Supports | | Error messages are dismissed automatically. |
| [**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) | | Supports | |  |
| [**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) | | Supports | |  |
| [**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 | | Does Not Support | | No skip mechanism. |
| [**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) | | Supports | |  |
| [**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) | | Partially Supports | | Focus goes onto the card container but is not a semantically interactive component |
| [**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) | | Partially Supports | | Card links have excessive accessible names. |
| [**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) | | Supports | |  |
| [**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) | | Supports | |  |
| [**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) | | Supports | |  |
| [**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) | | Supports | |  |
| [**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) | | Supports | |  |
| [**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) | | Supports | | For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the [WCAG 2.0 Editorial Errata](https://www.w3.org/WAI/WCAG20/errata/#editorial). |
| [**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) | | Partially Supports | | The majority of user interface components have a name, role and value. The exceptions are:   * Search field accessible names rely on placeholder * The filters expand button and the article rating buttons do not have accessible names * The filters button is a programmatic checkbox, which does not represent the functionality * Selected state of filter is not programmatically determined   Bad accessible names for the card expand buttons, which have accessible name of “sub menu”. |

### 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) | | Not Applicable | | No live media content |
| [**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) | | Not Applicable | | No media content requiring audio description. |
| [**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) | | Partially Supports | | Majority of content meets minimum contrast requirements. Only exception is the copyright notice in the footer. |
| [**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) | | Supports | |  |
| [**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) | | Supports | |  |
| [**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 | | Supports | |  |
| [**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) | | Supports | |  |
| [**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) | | Partially Supports | | Majority of interactive content have visible focus when they receive keyboard focus. Exceptions are:   * Linked logo to home * Back links * Filter options * Previous and next buttons |
| [**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) | | Supports | |  |
| [**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 | | Supports | |  |
| [**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 | | Supports | |  |
| [**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) | | Supports | |  |
| [**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) | | Supports | |  |

## 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 | Partially Supports | Majority of application can be used without vision. Exceptions are described in:   * + - 1.1.1 Non-text Content     - 1.3.1 Info & Relationships     - 2.1.1 Keyboard     - 2.4.4 Link Purpose   4.1.2 Name, Role, Value |
| 302.2 With Limited Vision | Partially Supports | Majority of application can be used with limited vision. Exceptions are described in:   * 2.4.7 Focus Visible   1.4.3 Contrast |
| 302.3Without Perception of Color | Partially Supports | Majority of application can be used without perception of color. Exceptions are described in:  1.4.1 Use of Color |
| 302.4Without Hearing | Supports |  |
| 302.5With Limited Hearing | Supports |  |
| 302.6Without Speech | Supports |  |
| 302.7With Limited Manipulation | Partially Supports | Majority of application can be used with limited manipulation. Exceptions are described in:  2.2.1 Keyboard |
| 302.8With Limited Reach and Strength | Partially Supports | Majority of application can be used with limited reach and strength. Exceptions are described in:  2.2.1 Keyboard |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Partially Supports | Majority of application can be used with limited language, cognitive, and learning abilities. Exceptions are described in:  2.2.1 Timing Adjustable |

### 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 | See [WCAG 2.x](#_WCAG_2.x_Report) section | See information in WCAG 2.x section |
| 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. |

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