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

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

## Name of Product/Version: Mimecast Personal Portal

## Report Date: 25th March 2024

## Product Description:

Mimecast Personal Portal allows users to access their email, calendar, and archived information.

## Contact Information:

Email address: ARC@mimecast.com

## Notes:

Evaluation based on the inbox and modals with forms accessible from the inbox.

## Evaluation Methods Used:

Mimecast Personal Portal was evaluated using Chrome and Safari on 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: Site logo is missing 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) | | Web: Not Applicable | | Web: There is no video or audio content. |
| [**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: There is no video or audio content. |
| [**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: There is no video or audio content. |
| [**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: List of emails are displayed using a layout table, but the table is not programmatically hidden. |
| [**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: 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) | | Web: 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) | | Web: Supports | |  |
| [**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. |
| [**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: Menu buttons within the banner cannot be accessed by keyboard.  Navigation menu cannot be accessed by keyboard alone.  Emails cannot be opened with 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: There are no keyboard traps. |
| [**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: User session can be extended to forever by administrators. |
| [**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 is no flashing content. |
| [**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: Web pages have a page title, but each use 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 email list container is one of the first items to be included in the focus order, despite being in the main region.  There are non-interactive elements included in the 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 describe their destination. |
| [**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: The language of the page is declared. |
| [**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: Supports | | Web: There is no change of context on input. |
| [**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 described 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: Partially Supports | | Web: Search field label disappears while focused or when text is inputted into the form control. |
| [**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: Partially Supports | | Web: There are duplicate id values on form controls. |
| [**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: Navigation menu missing programmatic name and relevant role. Each list item within the email list missing an appropriate interactive programmatic role. Icon buttons with the banner and email actions are missing programmatic name and roles. |

### 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 video or audio 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) | | Web: Not Applicable | | Web: There is no video or audio content. |
| [**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: The primary buttons and inactive tab buttons have a text color contrast lower than 4.5:1. |
| [**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: Text resizes up to 200% zoom. |
| [**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. |
| [**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: There are multiple ways to navigate the website. |
| [**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 their topic or purpose. |
| [**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: Does Not Support | | Web: Majority of interactive components do not have a visible focus indicator. |
| [**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: Supports | | Web: There is no content in a different language than that defined for the main page. |
| [**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. |
| [**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: User interface components are identified consistently. |
| [**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: When errors are known, suggestions to resolve those errors are presented. |
| [**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: There are error prevention techniques. |

## 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: Does Not Support | Web: Majority of functionality, including essential user journeys, are inoperable without vision. As described in **1.1.1 Non-text Content**, **1.3.1 Info and Relationships**, **2.1.1 Keyboard**, **3.3.2 Labels or Instructions** and **4.1.2 Name, Role, Value**. |
| 302.2 With Limited Vision | Web: Partially Supports | Web: Majority of content and functionality is usable with limited vision. However, as noted in **1.4.3 Color Contrast (Minimum)**, there are lower than required text color contrast for primary buttons. |
| 302.3Without Perception of Color | Web: Supports | Web: No content or functionality relies on color. |
| 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: Majority of functionality is inoperable 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: Majority of functionality is inoperable with limited reach and strength. 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 functionality is understandable with limited language, cognitive and learning abilities. However, as noted in **2.4.2 Page Titled**, **2.4.3 Focus Order**, **3.3.2 Labels or Instructions**, there are some user interface components and pages which may be disorientating or confusing. |

### 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. |

## Legal Disclaimer (Mimecast)

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