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Amazon Cognito User Pools Accessibility Conformance Report

(Based on VPAT® Version 2.4Rev)

Name of	Amazon Cognito User Pools
Product/Version	
Report Date	August 2023
Product Description	You can quickly create your own directory to sign up and sign in users, and to store user profiles using Amazon Cognito User Pools. User Pools provides a user interface you can customize to match your app. User Pools also enables easy integration with social identity providers such as Facebook, Google, and Amazon, and enterprise identity providers such as Microsoft Active Directory through SAML.
Contact Information	aws-accessibility@amazon.com
Notes	This conformance report assesses Amazon Cognito User Pools, including the ability to add a user to a group, create a user pool, investigate user attributes, and get sample JavaScript code for integrating user pools with a federated identity provider.
Evaluation Methods Used	This conformance report is based on the results of an accessibility audit conducted by Level Access on a representative sample of pages/components across selected user journeys, benchmarked against the Web Content Accessibility Guidelines (WCAG) 2.1. See Applicable Standards/Guidelines below.
	For this report, the <u>W3C Website Accessibility Conformance Evaluation</u> <u>Methodology</u> (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.
	The following applications were used as part of the audit to identify potential accessibility issues:
0	Desktop browsers: Chrome
*	Mobile browsers: N/A
×0	Assistive technologies: JAWS 2022, ZoomText 2022, Dragon NaturallySpeaking 15
	Accessibility testing tools: Accessibility Management Platform (AMP), Access Assistant, Accessible Color Picker

Applicable Standards/Guidelines

Amazon assesses accessibility against various commonly used standards for accessibility and usability, including Amazon's Internal Accessibility Guidelines and external guidance including WCAG 2.1.

In addition, because the Customer has specifically requested that Amazon provide this report following the specific framework set forth in WCAG 2.1, Amazon has agreed to provide this accessibility report within that framework.

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.x Report

Tables 1 and 2 also document conformance with:

EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
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 (Open		Web: Amazon Cognito
Functionality Software)		User Pools provides text
• 11.1.1.1.2 (Closed	Web: Supports	alternatives for non-text
Functionality Software)		components such as images and actionable
 11.8.2 (Authoring Tool) 		icons.
• 12.1.2 (Product Docs)		icons.
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
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		Web: Amazon Cognito
Functionality Software)		User Pools does not
• 11.1.2.1.2.1 and	Web: Not Applicable	contain prerecorded
11.1.2.1.2.2 (Closed		audio-only or video-only
Software)		media.
• 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)		

Criteria	Conformance Level	Remarks and Explanations
 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) 	Web: Not Applicable	Web: Amazon Cognito User Pools does not contain prerecorded synchronized media (video with audio) that requires captions.
 602.3 (Support Docs) 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) 	Web: Not Applicable	Web: Amazon Cognito User Pools does not contain prerecorded media that requires audio descriptions or a media alternative.
		Page 5

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)		Explanatione
Also applies to:		
EN 301 549 Criteria		
• 9.1.3.1 (Web)		
• 10.1.3.1 (Non-web		
document)		Web: Amazon Cognito
• 11.1.3.1.1 (Open		User Pools ensures that
Functionality Software)		structure and
• 11.1.3.1.2 (Closed	Web: Supports	relationship information
Software)		conveyed through visual
 11.8.2 (Authoring Tool) 		presentation can also be
• 12.1.2 (Product Docs)		programmatically determined.
• 12.2.4 (Support Docs)		determined.
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A)		
Also applies to:		
EN 301 549 Criteria	A V	
• 9.1.3.2 (Web)		
• 10.1.3.2 (Non-web		
document)		Web: Amazon Cognito
• 11.1.3.2.1 (Open		User Pools presents content in a meaningful
Functionality Software)		sequence. The order of
• 11.1.3.2.2 (Closed	Web: Supports	content within the
Software)		Document Object Model
• 11.8.2 (Authoring Tool)		(DOM) defines the
• 12.1.2 (Product Docs)		reading and tabbing
• 12.2.4 (Support Docs)		order.
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
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		Page 6

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.3.3 (Web)		Q -
• 10.1.3.3 (Non-web		
document)		Web: Instructions within
• 11.1.3.3 (Open		Amazon Cognito User
Functionality Software)		Pools do not solely rely
 11.1.3.3 (Closed Software) 	Web: Supports	on sensory
 11.8.2 (Authoring Tool) 		characteristics, such as
 12.1.2 (Product Docs) 		visual or auditory cues.
 12.2.4 (Support Docs) 		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.4.1 Use of Color (Level A)		
Also applies to:		
EN 301 549 Criteria	0	
• 9.1.4.1 (Web)	\wedge	
• 10.1.4.1 (Non-web		Web: Amazon Cognito
document)		User Pools does not use
• 11.1.4.1 (Open		color as the only visual
Functionality Software)		means of conveying
• 11.1.4.1 (Closed Software)	Web: Supports	information, indicating
• 11.8.2 (Authoring Tool)		an action, prompting a
• 12.1.2 (Product Docs)		response, or
• 12.2.4 (Support Docs)		distinguishing a visual element.
Revised Section 508		Cicinciia
 501 (Web)(Software) 		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
		Page 7

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A)		Ехріаналопо
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.2 (Web)		
• 10.1.4.2 (Non-web		
document)		
• 11.1.4.2 (Open		Web: Amazon Cognito
Functionality Software)	Mah. Nat Amaliashla	User Pools does not
• 11.1.4.2 (Closed Software)	Web: Not Applicable	contain audio that plays
• 11.8.2 (Authoring Tool)		automatically.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		U'
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
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		Web: Amazon Cognito User Pools ensures that
Functionality Software)		functionality within the
• 11.2.1.1.2 (Closed	Web: Supports	product can be accessed
Software)		and operated through a
• 11.8.2 (Authoring Tool)		keyboard interface.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
•		
		Page 8

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)		<u> </u>
Also applies to:		
EN 301 549 Criteria		
• 9.2.1.2 (Web)		4 -
• 10.2.1.2 (Non-web		
document)		Web: Amazon Cognito
• 11.2.1.2 (Open		User Pools does not
Functionality Software)		contain keyboard traps,
 11.2.1.2 (Closed Software) 	Web: Supports	allowing users to navigate to and away
 11.8.2 (Authoring Tool) 		from components using
 12.1.2 (Product Docs) 		only the keyboard.
 12.2.4 (Support Docs) 		only the keyboard.
Revised Section 508		
 501 (Web)(Software) 		
 504.2 (Authoring Tool) 		
• 602.3 (Support Docs)		
2.1.4 Character Key Shortcuts (Level A		
2.1 only)		
Also applies to:	Ω	
EN 301 549 Criteria		
• 9.2.1.4 (Web)		
• 10.2.1.4 (Non-web		
document)		Web: Amazon Cognito
• 11.2.1.4.1 (Open	Mah. Nat Applicable	User Pools does not
Functionality Software)	Web: Not Applicable	provide character key
• 11.2.1.4.2 (Closed		shortcuts.
Software)		
 11.8.2 (Authoring Tool) 		
 12.1.2 (Product Docs) 		
 12.2.4 (Support Docs) 		
Revised Section 508 – Does not		
apply		
		Page 9

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A)		
Also applies to:		
EN 301 549 Criteria		2
• 9.2.2.1 (Web)		
• 10.2.2.1 (Non-web		
document)		Web: Amazon Cognito
• 11.2.2.1 (Open		User Pools does not
Functionality Software)		contain time-limited or
 11.2.2.1 (Closed Software) 	Web: Not Applicable	time-dependent content, and only logs
 11.8.2 (Authoring Tool) 		the user out after an
 12.1.2 (Product Docs) 		extended period of time.
 12.2.4 (Support Docs) 		pariou or similar
Revised Section 508		U'
 501 (Web)(Software) 		
 504.2 (Authoring Tool) 		
 602.3 (Support Docs) 		
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)		Web Assess Country
• 11.2.2.2 (Open		Web: Amazon Cognito User Pools does not
Functionality Software)	Web: Not Applicable	include elements that
• 11.2.2.2 (Closed Software)	Tres. Not Applicable	move, blink, scroll, or
• 11.8.2 (Authoring Tool)		auto-update.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
		Page 10

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below		Explanations
Threshold (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.3.1 (Web)		
• 10.2.3.1 (Non-web		
document)		Web: Amazon Cognito
• 11.2.3.1 (Open		User Pools does not contain content or
Functionality Software)	Web: Supports	controls that blink or
• 11.2.3.1 (Closed Software)		flash more than three
• 11.8.2 (Authoring Tool)		times per second.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A)		
Also applies to: EN 301 549 Criteria	V	
• 9.2.4.1 (Web)	()-V	
• 10.2.4.1 (Non-web		
document) – Does not		
apply		
• 11.2.4.1 (Open		
Functionality Software) –		
Does not apply		Web: Amazon Cognito
• 11.2.4.1 (Closed Software)		User Pools provides skip
Does not apply	Web: Supports	links and other
• 11.8.2 (Authoring Tool)		mechanisms to bypass repetitive blocks of
• 12.1.2 (Product Docs)		content.
• 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		

Criteria	Conformance Level	Remarks and Explanations
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		05
Functionality Software) -		Web: Amazon Cognito
Does not apply	Web: Supports	User Pools provides page
• 11.2.4.2 (Closed Software)	Treat supports	titles that describe their
– Does not apply		topic or purpose.
• 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)		
2.4.3 Focus Order (Level A)		
Also applies to:	\wedge	
EN 301 549 Criteria		
• 9.2.4.3 (Web)		
• 10.2.4.3 (Non-web		Web: Amazon Cognito
document)		User Pools ensures that
• 11.2.4.3 (Open		actionable controls can
Functionality Software)	Web: Supports	be navigated
• 11.2.4.3 (Closed Software)	Treat supports	sequentially, with a
• 11.8.2 (Authoring Tool)		keyboard focus order
• 12.1.2 (Product Docs)		that matches the logical reading order.
• 12.2.4 (Support Docs)		reading orden
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
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		Page 12

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level		A
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) Revised Section 508	Web: Supports	Web: Amazon Cognito User Pools ensures that the purpose of links can be determined from each link's text or from programmatic context.
501 (Web)(Software)504.2 (Authoring Tool)602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 only) 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) Revised Section 508 – Does not apply	Web: Not Applicable	Web: Amazon Cognito User Pools does not rely on multipoint or path- based gestures.
		Page 13

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1		
only)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.5.2 (Web)		Web: Amazon Cognito
• 10.2.5.2 (Non-web		User Pools ensures that
document)		functionality requiring a
• 11.2.5.2 (Open	Web: Supports	single pointer event is
Functionality Software)		completed when the
• 11.2.5.2 (Closed Software)		user releases the
 11.8.2 (Authoring Tool) 		pointer.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not		
apply		
2.5.3 Label in Name (Level A 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.5.3 (Web)		Web: Amazon Cognito
• 10.2.5.3 (Non-web	0-	User Pools ensures that
document)		the accessible names of
 11.2.5.3.1 (Open Functionality Software) 	Wah. Cumpanta	controls, such as
• 11.2.5.3.2 (Closed	Web: Supports	buttons, editable fields,
Software)		checkboxes, and radio
• 11.8.2 (Authoring Tool)		buttons, contain the text
• 12.1.2 (Product Docs)		of their visible labels.
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not		
apply		
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Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1		
only)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.5.4 (Web)		
• 10.2.5.4 (Non-web		Web: Amazon Cognito
document)		User Pools does not
 11.2.5.4 (Open Functionality Software) 	Web: Not Applicable	contain functionality operated by device
11.0 = 1/0		motion or user motion.
11.2.5.4 (Closed Software)11.8.2 (Authoring Tool)		Modern Crusci Modern
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not		
apply		
3.1.1 Language of Page (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.1.1 (Web)	0.3	
 10.3.1.1 (Non-web 	\wedge	
document)		
• 11.3.1.1.1 (Open		Web: The default human
Functionality Software)		language used for Amazon Cognito User
• 11.3.1.1.2 (Closed	Web: Supports	Pools pages is
Software)		programmatically
• 11.8.2 (Authoring Tool)		determinable.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
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Criteria	Conformance Level	Remarks and Explanations
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)		Web: Amazon Cognito
• 11.3.2.1 (Open		User Pools does not
Functionality Software)		contain interactive
• 11.3.2.1 (Closed Software)	Web: Supports	components that
 11.8.2 (Authoring Tool) 		automatically change context when they
• 12.1.2 (Product Docs)		receive keyboard focus.
 12.2.4 (Support Docs) 		receive keybourd roods.
Revised Section 508		
501 (Web)(Software)		
 504.2 (Authoring Tool) 		
• 602.3 (Support Docs)		
3.2.2 On Input (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.2.2 (Web)	0-V	Wahi Amazan Cagnita
• 10.3.2.2 (Non-web		Web: Amazon Cognito User Pools does not
document)		forcefully change
• 11.3.2.2 (Open		context when a user
Functionality Software)	Mah. Cumpanta	inputs or interacts with
• 11.3.2.2 (Closed Software)	Web: Supports	form fields or controls
• 11.8.2 (Authoring Tool)		unless there is an explicit
• 12.1.2 (Product Docs)		user action, such as
• 12.2.4 (Support Docs)		activation of a button or
Revised Section 508		link.
501 (Web)(Software)		
 504.2 (Authoring Tool) 		
 602.3 (Support Docs) 		
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Criteria	Conformance Level	Remarks and Explanations
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		Web: Amazon Cognito
Functionality Software)		User Pools ensures that
	Web: Supports	input errors for components are
Software)		identified and described
• 11.8.2 (Authoring Tool)		to the user in text.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
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		Web: Amazon Cognito
Functionality Software)		User Pools provides
• 11.3.3.2 (Closed Software)	Web: Supports	labels or instructions for
• 11.8.2 (Authoring Tool)		all components or fields
• 12.1.2 (Product Docs)		requiring user input.
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
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Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.4.1.1 (Web)		
• 10.4.1.1 (Non-web		Web: Amazon Cognito
document)		User Pools ensures that
• 11.4.1.1.1 (Open		elements have complete
Functionality Software)		start and end tags, do
• 11.4.1.1.2 (Closed	Web: Supports	not contain duplicate
Software) – Does not apply		attributes, that IDs are
• 11.8.2 (Authoring Tool)		unique, and that elements are nested
• 12.1.2 (Product Docs)		according to their
• 12.2.4 (Support Docs)		specifications.
Revised Section 508		specifications.
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A)		
Also applies to:		
EN 301 549 Criteria	\wedge	
• 9.4.1.2 (Web)		
• 10.4.1.2 (Non-web		
document)		Web: Amazon Cognito
• 11.4.1.2.1 (Open		User Pools ensures that
Functionality Software)		user interface
• 11.4.1.2.2 (Closed	Web: Supports	components provide
Software) – Does not apply		programmatic name,
• 11.8.2 (Authoring Tool)		role, state, and value
• 12.1.2 (Product Docs)		information.
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
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Table 2: Success Criteria, Level AA

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)		.95
• 10.1.2.4 (Non-web		
document)		Web: Amazon Cognito
• 11.1.2.4 (Open		User Pools does not
Functionality Software)	Mah. Not Applicable	contain live
• 11.1.2.4 (Closed Software)	Web: Not Applicable	synchronized media that
• 11.8.2 (Authoring Tool)		requires real-time
• 12.1.2 (Product Docs)		captioning.
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
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)		Web: Amazon Cognito
• 11.1.2.5 (Open		User Pools does not
Functionality Software)	Web: Not Applicable	contain prerecorded
• 11.1.2.5 (Closed Software)		media that requires
• 11.8.2 (Authoring Tool)		audio descriptions.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) 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) Revised Section 508 – Does not apply	Web: Supports	Web: Content within Amazon Cognito User Pools does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) 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	Web: Supports	Web: The purpose of input fields in Amazon Cognito User Pools that request information about the user, such as name or email, can be programmatically determined.
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Criteria	Conformance Level	Remarks and Explanations
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		Web: Text within
document)		Amazon Cognito User
• 11.1.4.3 (Open		Pools meets the
Functionality Software)		minimum contrast
• 11.1.4.3 (Closed Software)	Web: Supports	requirements of 4.5:1
• 11.8.2 (Authoring Tool)		for small text and 3:1 for
• 12.1.2 (Product Docs)		large text (greater than
• 12.2.4 (Support Docs)		18pt or 14pt and bold).
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.4.4 Resize text (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.4 (Web)	\wedge	
• 10.1.4.4 (Non-web		
document)		
• 11.1.4.4.1 (Open		Web: Amazon Cognito
Functionality Software)		User Pools allows
• 11.1.4.4.2 (Closed	Web: Supports	browser zoom to resize
Software)		text up to 200 percent without loss of content
• 11.8.2 (Authoring Tool)		or functionality.
• 12.1.2 (Product Docs)		or runctionality.
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
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Criteria	Conformance Level	Remarks and Explanations
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) 1.4.10 Reflow (Level AA 2.1 only)	Web: Not Applicable	Explanations Web: Amazon Cognito User Pools uses text instead of images of text.
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) Revised Section 508 – Does not apply	Web: Supports	Web: Amazon Cognito User Pools allows for resizing to a horizontal width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.
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Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only) 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	Web: Supports	Web: The visual presentation of non-text content in Amazon Cognito User Pools has a contrast ratio of at least 3:1 against adjacent color(s).
1.4.12 Text Spacing (Level AA 2.1 only) 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) Revised Section 508 – Does not apply	Web: Supports	Web: Amazon Cognito User Pools supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality.
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Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only) 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	Web: Not Applicable	Web: Amazon Cognito User Pools does not contain elements triggered by hover or focus.
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) 12.1.2 (Product 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	Web: Supports	Web: Amazon Cognito User Pools provides multiple ways to access pages in the product.

Criteria	Conformance Level	Remarks and Explanations
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)		Web: Amazon Cognito
• 11.2.4.6 (Open		User Pools provides
Functionality Software)		headings and labels that
• 11.2.4.6 (Closed Software)	Web: Supports	adequately describe the topic or purpose of the
• 11.8.2 (Authoring Tool)		content with which they
• 12.1.2 (Product Docs)		are associated.
• 12.2.4 (Support Docs)		die associated.
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
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)		Web: Amazon Cognito
• 11.2.4.7 (Open		User Pools provides a
Functionality Software)	Web: Supports	well-defined visual
• 11.2.4.7 (Closed Software)	web. Supports	indicator of focus on
• 11.8.2 (Authoring Tool)		interactive elements in
• 12.1.2 (Product Docs)		the product.
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
		Page 25

Criteria	Conformance Level	Remarks and Explanations
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		.05
Functionality Software) –		Web: Amazon Cognito
Does not apply	Web: Not Applicable	User Pools presents
• 11.3.1.2 (Closed Software)		content in one language
- Does not apply		at a time.
• 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)		
3.2.3 Consistent Navigation (Level AA)		
Also applies to:	\wedge \vee	
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) –		Web: Amazon Cognito
Does not apply		User Pools ensures that
• 11.3.2.3 (Closed Software)		repeated navigational
- Does not apply	Web: Supports	mechanisms are
• 11.8.2 (Authoring Tool)		presented consistently in the same relative order
12.1.2 (Product Docs)12.2.4 (Support Docs)		across the product.
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		

Criteria	Conformance Level	Remarks and Explanations
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	Web: Supports	Web: Amazon Cognito User Pools ensures that components with the same functionality are consistently identified across the product.
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)	Web: Supports	Web: Where input errors are automatically detected, Amazon Cognito User Pools provides suggestions for corrections to the user.

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) • 11.8.2 (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) 4.1.3 Status Messages (Level AA 2.1	loes not al ats or
only) 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 Web: Supports Web: Supports to assistive to without requirements of the control of the cont	opear, gnito User natically ose message technology

Revised Section 508 Report

Notes: "Chapter 4: Hardware" and "Chapter 5: Software" have been deemed "Not Applicable" and thus removed from this section of the report.

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Amazon Cognito User Pools contains functionality that is usable without vision.
302.2 With Limited Vision	Supports	Amazon Cognito User Pools contains functionality that is usable with limited vision.
302.3 Without Perception of Color	Supports	Amazon Cognito User Pools contains functionality that is usable without perception of color.
302.4 Without Hearing	Supports	Amazon Cognito User Pools contains functionality that is usable without hearing.
302.5 With Limited Hearing	Supports	Amazon Cognito User Pools contains functionality that is usable with limited hearing.
302.6 Without Speech	Supports	Amazon Cognito User Pools contains functionality that is usable without speech capability.
302.7 With Limited Manipulation	Supports	Amazon Cognito User Pools contains functionality that is usable with limited manipulation capabilities.
302.8 With Limited Reach and Strength	Supports	Amazon Cognito User Pools contains functionality that is usable with limited reach and strength capabilities.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Amazon Cognito User Pools contains functionality that is usable with limited language, cognitive, or learning abilities.

Chapter 6: Support Documentation and Services

Notes: Applicable – Not Tested

Criteria		
3113114	Conformance Level	Remarks and Explanations
CO1 1 Seems	Heading cell – no	Heading cell – no
601.1 Scope	response required	response required
602 Support Documentation	Heading cell – no	Heading cell – no
<u>ooz support Documentation</u>	response required	response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support		See information in
Documentation	See WCAG 2.x section	WCAG 2.x section
602.4 Alternate Formats for Non-		
Electronic Support Documentation		
	Heading cell – no	Heading cell – no
603 Support Services	response required	response required
603.2 Information on Accessibility and		1 24. 22.
Compatibility Features		
603.3 Accommodation of		
Communication Needs	V	

EN 301 549 Report

Notes: The following sections have been deemed "Not Applicable" and thus removed from this section of the report:

- Chapter 6: ICT with Two-Way Voice Communication
- Chapter 7: ICT with Video Capabilities
- Chapter 8: Hardware
- Chapter 10: Non-Web Documents
- Chapter 13: ICT Providing Relay or Emergency Service Access

Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports Amazon Cognito User Pool contains functionality that usable without vision.	
4.2.2 Usage with limited vision	Supports Amazon Cognito User Pools contains functionality that is usable with limited vision.	
4.2.3 Usage without perception of colour	Supports	Amazon Cognito User Pools contains functionality that is usable without perception of color.
4.2.4 Usage without hearing	Supports	Amazon Cognito User Pools contains functionality that is usable without hearing.
4.2.5 Usage with limited hearing	Supports	Amazon Cognito User Pools contains functionality that is usable with limited hearing.
4.2.6 Usage with no or limited vocal capability	Supports	Amazon Cognito User Pools contains functionality that is usable with limited or no speech capability.
4.2.7 Usage with limited manipulation or strength	Supports	Amazon Cognito User Pools contains functionality that is usable with limited manipulation or strength capabilities.
4.2.8 Usage with limited reach	Supports	Amazon Cognito User Pools contains functionality that is usable with limited reach capability.

Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive	Supports	Amazon Cognito User Pools does
seizure triggers 4.2.10 Usage with limited cognition, language or learning	Supports	not contain any flashing content. Amazon Cognito User Pools contains functionality that is usable with limited cognition,
4.2.11 Privacy	Supports	language, or learning abilities. Amazon Cognito User Pools maintains user privacy when accessibility features are used, such as ensuring visually masked texts are not announced to screen readers.

Chapter <u>5: Generic Requirements</u>

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Not Applicable	This section is not applicable for Amazon Cognito User Pools, which has no closed functionality.
5.2 Activation of accessibility features	Not Applicable	Amazon Cognito User Pools does not have specific documented accessibility features, relying instead on platform accessibility features.
5.3 Biometrics	Not Applicable	Amazon Cognito User Pools does not use biological characteristics for user identification or for control of the product.
5.4 Preservation of accessibility information during conversion	Not Applicable	Amazon Cognito User Pools does not convert content.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	Amazon Cognito User Pools has only non-mechanical operable parts, such as on-screen buttons, which do not require grasping, pinching, or twisting of the wrist to operate.
5.5.2 Operable parts discernibility	Supports	Amazon Cognito User Pools has only non-mechanical operable parts, such as on-screen buttons. These operable parts have

Criteria	Conformance Level	Remarks and Explanations
		accessible names making them
		discernible to users without
		vision.
5.6 Locking or toggle	Heading cell – no response	Heading cell – no response
controls	required	required
5.6.1 Tactile or auditory		Amazon Cognito User Pools does
status	Not Applicable	not have locking or toggle
status		controls.
		Amazon Cognito User Pools does
5.6.2 Visual status	Not Applicable	not have locking or toggle
		controls.
		Amazon Cognito User Pools relies
5.7 Key repeat	.7 Key repeat Not Applicable	
		or adjust key repeat.
5.8 Double-strike key		Amazon Cognito User Pools does
acceptance	Not Applicable	not provide a keyboard or
acceptance		keypad.
		Amazon Cognito User Pools relies
5.9 Simultaneous user		on platform software features,
actions	Supports	such as Sticky Keys, to ensure
actions		simultaneous user actions are not
		required.

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

Notes:

Chapter 11: Software

Criteria	Conformance Level	Remarks and Explanations	
11.0 General (informative)	Heading cell – no	Heading cell – no response	
11.0 General (injormative)	response required	required	
11.1.1.1 through 11.4.1.3	Soo WCAG 2 y soction	See information in WCAG	
11.1.1.1 (mough 11.4.1.5	See WCAG 2.x section	2.x section	
11.5 Interoperability with assistive	Heading cell – no	Heading cell – no response	
technology	response required	required	
11.5.1 Closed functionality	Heading cell – no	Heading cell – no response	
11.5.1 Closed functionality	response required	required	
11.5.2 Accessibility services	Heading cell – no	Heading cell – no response	
11.5.2 Accessionity services	response required	required	

Criteria	Conformance Level	Remarks and Explanations
11.5.2.1 Platform accessibility	See 11.5.2.5 through	See information in 11.5.2.5
service support for software that	11.5.2.17	through 11.5.2.17
provides a user interface	11.5.2.17	tinough 11.5.2.17
11.5.2.2 Platform accessibility	See 11.5.2.5 through	See information in 11.5.2.5
service support for assistive	11.5.2.17	through 11.5.2.17
technologies		
11.5.2.3 Use of accessibility	Not Applicable	Not applicable to web
services		
11.5.2.4 Assistive technology	Not Applicable	Not applicable to web
11.5.2.5 Object information	Not Applicable	Not applicable to web
11.5.2.6 Row, column, and headers	Not Applicable	Not applicable to web
11.5.2.7 Values	Not Applicable	Not applicable to web
11.5.2.8 Label relationships	Not Applicable	Not applicable to web
11.5.2.9 Parent-child relationships	Not Applicable	Not applicable to web
11.5.2.10 Text	Not Applicable	Not applicable to web
11.5.2.11 List of available actions	Not Applicable	Not applicable to web
11.5.2.12 Execution of available	Not Applicable	Not applicable to web
actions		
11.5.2.13 Tracking of focus and	Not Applicable	Not applicable to web
selection attributes		
11.5.2.14 Modification of focus and	Not Applicable	Not applicable to web
selection attributes		
11.5.2.15 Change notification	Not Applicable	Not applicable to web
11.5.2.16 Modifications of states	Not Applicable	Not applicable to web
and properties		
11.5.2.17 Modifications of values	Not Applicable	Not applicable to web
and text		
11.6 Documented accessibility	Heading cell – no	Heading cell – no response
usage	response required	required
11.6.1 User control of accessibility	Not Applicable	Not applicable to web
features		
11.6.2 No disruption of accessibility		Amazon Cognito User Pools
features	Supports	does not disrupt platform
		accessibility features.
11.7 User preferences	Not Applicable	Web pages are isolated from
		their underlying platform.
11.8 Authoring tools	Not Applicable	This product is not an
		authoring tool.

Chapter 12: Documentation and Support Services

Notes: Applicable - Not Tested

	Criteria	Conformance	Remarks and
		Level Heading cell – no	Explanations Heading cell – no
	12.1 Product documentation	response required	response required
	12.1.1 Accessibility and compatibility features		
	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		9
	12.2.3 Effective communication		
	12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
*Co.			Page 35

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