

Accessibility Conformance Report for Acquia Cloud Platform

Based on VPAT® Version 2.4

Divya Mangadu, UX Designer and Alison Voghel, Sr. UX Designer January 21, 2022

Executive Summary

The **Voluntary Product Accessibility Template®**, or **VPAT®**, is a template used to document a product's conformance with accessibility standards and guidelines. The outcome of completing the testing required in the template is an Accessibility Conformance Report (this document) and is used to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services, with features that support accessibility.

For each of the standards, the criteria are listed by chapter in [Table 1: Success Criteria, Level A](#) and [Table 2: Success Criteria, Level AA](#). The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria, and the third column contains any additional remarks and explanations regarding the product.

When sections of criteria do not apply, or are deemed as not applicable, the section is noted as such and the rest of that table may be removed for that section. When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time.

This report describes the conformance of Acquia's Cloud Platform product with [W3C's Web Content Accessibility Guidelines \(WCAG\)](#). The review process is described below, and is based on evaluation described in W3.org's [Accessibility Evaluation Resources](#).

Based on this evaluation, Acquia's Cloud Platform is close to meeting WCAG 2.1, Conformance Level AA. Detailed review results are available in [Table 2](#) below.

[Acquia.com](#) | Confidential | 2022-01-21 Version 2.4 | Page 1 of 18

Accessibility Conformance Report for Acquia Cloud Platform

Version 2.4

The evaluation results in this report are based on the evaluation conducted during December, 2021. The product may have changed since that time.

Name of Product/Version: Acquia Cloud Platform

Product Description: The leading Drupal cloud platform to securely develop, deliver, and run websites, applications and content.

Contacts: Divya Mangadu (UX Designer) and Alison Voghel (Sr. UX Designer)

Evaluation Methods Used: [aXe Chrome Extension](#) and manual testing including the use of the VoiceOver screen reader. A full report of details, including violations, is available, if requested.

Exclusions: This report focuses solely on the out-of-the-box product and does not apply to extensions and entitlements available for Acquia Cloud Platform. It also does not apply to help documentation (docs.acquia) or the help/support ticketing system (a third party service).

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standards/guidelines:

| Standard/Guideline | Included In Report |
|--|--|
| Web Content Accessibility Guidelines 2.0 | Level A (Yes) Level AA (Yes) Level AAA (No) |

| | |
|--|--|
| Web Content Accessibility Guidelines 2.1 | Level A (Yes) Level AA (Yes) Level AAA (No) |
|--|--|

[Revised Section 508 Standards](#) (**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.

WCAG 2.1 Report

[Table 1](#) and [Table 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

For details on each WCAG item’s correlation with Section 508, please refer to the U.S. Access Board’s [equivalency chart](#). Any exceptions noted below are consistent with those reported in Tables 1 and 2 of the WCAG analysis.

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

Table 1: Success Criteria, Level A

| Criteria | Conformance Level | Remarks and Explanations |
|---|---------------------------|---|
| <u>1.1.1 Non-text Content</u> | Partially Supports | <p>Acquia provides users with text-based alternatives for most non-text elements. However, there are some exceptions:</p> <ul style="list-style-type: none"> • profile images do not provide a text alternative • progress bar nodes do not provide an accessible name |
| <u>1.2.1 Audio-only and Video-only(Prerecorded)</u> | Not Applicable | There is no relevant audio or video content within the Acquia Cloud Platform interface. |
| <u>1.2.2 Captions (Prerecorded)</u> | Not Applicable | There is no relevant audio or video content within the Acquia Cloud Platform interface. |
| <u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> | Not Applicable | There is no relevant audio or video content within the Acquia Cloud Platform interface. |
| <u>1.3.1 Info and Relationships</u> | Partially Supports | <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text in Acquia Cloud Platform, with the following exceptions:</p> <ul style="list-style-type: none"> • Heading tags not used or used in non-sequential order • Titles of card elements and page sections not labeled as headings • Some components that are part of a list of content are not contained within a list tag • Some list elements have direct children that are not allowed inside elements |

Accessibility Conformance Report for Acquia Cloud Platform Version 2.4

| | | |
|---|---|--|
| | | <p>distinguishing a visual element within the Acquia Cloud interface with the following exceptions:</p> <ul style="list-style-type: none"> • In-text link color does not have a high enough contrast with non-clickable body text in multiple places across the platform. • In-text links do not have any non-color visual enhancements upon mouseover in multiple places across the platform. • In some instances, color is solely used to convey information on some charts within the platform |
| 1.4.2 Audio Control | Not Applicable | No relevant audio or video content within the Acquia Cloud Platform interface. |
| 2.1.1 Keyboard 2.1.2 No Keyboard Trap | Partially Supports Supports | <p>Most functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes within the Acquia Cloud Platform interface.</p> <p>If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface within the Acquia Cloud Platform interface.</p> |
| 2.1.4 Character Key Shortcuts 2.2.1 Timing Adjustable 2.2.2 Pause, Stop, Hide | Not Applicable Not Applicable Not Applicable | <p>Keyboard shortcuts are not implemented in any part of the Acquia Cloud Platform interface.</p> <p>No audio and video within the Acquia Cloud Platform interface. No audio and video within the Acquia Cloud Platform interface.</p> |

| | | |
|--|-----------------|--|
| 2.3.1 Three Flashes or Below Threshold | Supports | No flashing elements within the Acquia Cloud Platform interface. |
|--|-----------------|--|

| | | |
|--|---|---|
| <u>2.4.1 Bypass Blocks</u> | Does Not Support | A mechanism is not available to bypass blocks of content that are repeated on multiple Web pages within the Acquia Cloud Platform interface. |
| <u>2.4.2 Page Titled</u> | Partially Supports | Most pages within the Acquia Cloud Platform interface have titles that describe the topic or purpose of the page with a few exceptions. |
| <u>2.4.3 Focus Order</u> | Partially Supports | If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability within the Acquia Cloud Platform interface with a few exceptions. |
| <u>2.4.4 Link Purpose (In Context)</u> <u>2.5.1 Pointer Gestures</u> <u>2.5.2 Pointer Cancellation</u> | Partially Supports Not Applicable Partially Supports | <p>The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, with exceptions within the Acquia Cloud Platform interface:</p> <ul style="list-style-type: none"> Some instances of text links do not currently clarify or disambiguate the exact action that they are prompting. <p>There are no multipoint or path-based gestures within the Acquia Cloud Platform interface.</p> <p>For functionality within Acquia Cloud Platform that can be operated using a single pointer, there is no down-event and there is the ability to abort/undo or reverse the action with an up-event, with one exception:</p> <ul style="list-style-type: none"> When using a drag-and-drop feature within an application, an up-event outside of all targets does not cancel the action; however, the resulting action is reversible. |

Accessibility Conformance Report for Acquia Cloud Platform Version 2.4

| | | |
|---|---------------------------|--|
| <u>2.5.3 Label in Name</u> | Partially Supports | <p>For user interface components with labels that include text or images of text, the [accessible] name contains the text that is presented visually with the following exceptions:</p> <ul style="list-style-type: none"> • Some search filtering fields do not have labels that contain the visual text presented. • Environment controls do not have accessible names that include the visual text presented. • Some form fields do not have accessible names that include the visual text presented. • Some data table functionalities (e.g., “view”, “delete”, do not have accessible names that include the text visually presented. |
| <u>2.5.4 Motion Actuation</u> | Not Applicable | <p>The Acquia Cloud Platform interface does not include any functionality that can be operated by device motion or user motion</p> |
| <u>3.1.1 Language of Page</u> | Partially Supports | <p>The default human language of each web page can be programmatically determined within the Acquia Cloud Platform interface, with one specific exception on the Add Applications page.</p> |
| <u>3.2.1 On Focus</u> | Supports | <p>When any component receives focus, it does not initiate a change of context within the Acquia Cloud Platform interface.</p> |
| <u>3.2.2 On Input</u> | Partially Supports | <p>Changing the setting of any user interface component does not automatically cause a change of context with a few exceptions within the Acquia Cloud Platform interface with the following exceptions:</p> |

Accessibility Conformance Report for Acquia Cloud Platform Version 2.4

| | | |
|--|--|---|
| | | <ul style="list-style-type: none">• Some buttons and links (<10) direct the user to the insight.acquia.com interface. This interface is part of the product but looks completely different from the majority of the product, and a number of updates/revisions are planned for the 2022 roadmap. |
|--|--|---|

| | | |
|---|----------------------------------|--|
| <p>3.3.1 Error Identification</p> | <p>Partially Supports</p> | <p>If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text within the Acquia Cloud Platform interface with the following exceptions:</p> <ul style="list-style-type: none"> • Some forms (< 5) only surface one error at a time. • Certain errors are not identified or described in text thoroughly (e.g., the errors have text identifiers but it is unclear which field is triggering the associated error). |
| <p>3.3.2 Labels or</p> | <p>Partially Supports</p> | <p>Labels or instructions are provided when content requires user input within the Acquia Cloud Platform interface with the following exceptions:</p> <ul style="list-style-type: none"> • Some form fields are missing instructional content around input formatting (e.g., email fields, zip codes) • Search filters do not have static labels or identifiers; The current labels disappear once the user starts typing within the field. |
| <p>Instructions 4.1.1 Parsing</p> | <p>Partially Supports</p> | <p>In Acquia Cloud Platform content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, with the following exceptions:</p> |

Accessibility Conformance Report for Acquia Cloud Platform Version 2.4

| | | |
|--|--|---|
| | | <ul style="list-style-type: none">• In some instances, separate pieces of content on the same page have the same ID attribute |
|--|--|---|

4.1.2 Name, Role, Value Partially Supports For most Acquia Cloud Platform user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is

available to user agents, including assistive technologies, with the following exceptions:

- Some card elements are not contained within a list component so that they may be easily scanned by assistive technologies or enumerated for clarity.
- Some elements have invalid ARIA attribute names attached to them
- Some icons (including the Help icon and expand/collapse icons) do not contain text discernible by a screen reader and therefore the purpose may be obscured for those using that assistive technology.

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--------------------------|
|----------|-------------------|--------------------------|

| | | |
|--|--|--|
| 1.2.4 Captions (Live) | Not Applicable | There is no relevant audio or video content within the Acquia Cloud Platform interface. |
| 1.2.5 Audio Description (Prerecorded) | Not Applicable | There is no relevant audio or video content within the Acquia Cloud Platform interface. |
| 1.3.4 Orientation | Supports | Content in Acquia Cloud Platform does not restrict its view and operation to a single display orientation, such as portrait or landscape. |
| 1.3.5 Identify Input Purpose 1.4.3 Contrast | Partially Supports Partially Supports | <p>The purpose of each input field in Acquia Cloud Platform that is collecting information about the user can be programmatically determined with the following exceptions:</p> <ul style="list-style-type: none"> • Some autocomplete HTML attributes are missing from input fields • For some email input fields, it is not programmatically clear that the field is intended for someone else's email address and not the user's own • <u>Some autocomplete attributes are incorrectly formatted</u> <p>The visual presentation of text and images of text meet the required color contrast ratios with the following exceptions:</p> <ul style="list-style-type: none"> • Placeholder text within filtered search bars, some form fields, and tagging functionality does not meet the 4.5.1 contrast ratio for non-large text. • Some help text for form fields does not meet the 4.5.1 contrast ratio required for non-large text. |

| | | |
|----------------------------------|--|--|
| <u>(Minimum)</u> | | |
|----------------------------------|--|--|

Accessibility Conformance Report for Acquia Cloud Platform Version 2.4

| | | |
|---|---------------------------|---|
| <u>1.4.4 Resize text</u> | Supports | Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality within the Acquia Cloud Platform interface. |
| <u>1.4.5 Images of Text</u> | Partially Supports | Where possible to do so in the Acquia Cloud Platform interface, text is used to convey information rather than images of text with the following exception: <ul style="list-style-type: none"> • An image of text is used as a label for the version of PHP in some display modes. |
| <u>1.4.10 Reflow</u> | Does Not Support | Content on all pages cannot be presented without loss of information or functionality, and without requiring scrolling in two dimensions. |

| | | |
|--|---------------------------|--|
| 1.4.11 Non-Text Contrast | Partially Supports | The visual presentation of user interface components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s) with the following exceptions: <ul style="list-style-type: none"> • Some action icons' inactive states do not meet the contrast ratio • In some cases, an icon that represents a status or warning <u>does not meet the minimum</u> |
| 1.4.12 Text Spacing | Partially Supports | Text elements on some pages incur a loss of content or functionality when assistive technology designed to increase legibility for certain users by overriding some text styles (i.e. line height, letter spacing, word spacing) are utilized. |
| 1.4.13 Content on Hover or Focus | Partially Supports | Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, it is dismissible, hoverable, and persistent with the following exceptions: <ul style="list-style-type: none"> • Tooltip content is not persistent and disappears when the mouse pointer is moved off the icon's or button's hitbox |

Accessibility Conformance Report for Acquia Cloud Platform Version 2.4

| | | |
|-------------------------------------|---------------------------|--|
| 2.4.5 Multiple Ways | Partially Supports | More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process within the Acquia Cloud Platform interface with the following exceptions: <ul style="list-style-type: none"> • Multiple pages that manage the overall functionality of individual applications can only be located in one way • Some pages (< 2) that manage development environment functionality can only be accessed in one way. |
|-------------------------------------|---------------------------|--|

| | | |
|---|---------------------------|---|
| 2.4.6 Headings and Labels | Partially Supports | Headings and labels describe topic or purpose within the Acquia Cloud Platform interface with some exceptions: <ul style="list-style-type: none"> • Some section headings on certain pages are not programmatically named as headings • Some page titles display data rather than clarify the overall <u>purpose of the page</u>. |
| 2.4.7 Focus Visible | Partially Supports | Most keyboard operable interfaces in Acquia Cloud Platform have a mode of operation where the keyboard focus indicator is visible, with the following exceptions: <ul style="list-style-type: none"> • In some instances, the focus state on an object is not visible <u>or is partially obscured by another element</u>. |
| 3.1.2 Language of Parts | Not Applicable | The human language of each passage or phrase in the Acquia Cloud Platform interface is the same as the page language so <u>does not need to be programmatically defined separately</u> . |
| 3.2.3 Consistent Navigation | Partially Supports | Navigational mechanisms that are repeated on multiple web pages within a set of web pages occur in the same relative order each time they are repeated within the Acquia Cloud Platform interface, with the following exceptions: <ul style="list-style-type: none"> • The location of buttons used for navigation is not consistent within the product. |

Accessibility Conformance Report for Acquia Cloud Platform Version 2.4

| | | |
|--|--|---|
| | | <ul style="list-style-type: none"> • Some pages (< 5) do not have the same upper level navigation as the rest of the platform. |
|--|--|---|

| | | |
|--|---------------------------|---|
| <u>3.2.4 Consistent Identification</u> | Partially Supports | <p>Components that have the same functionality within a set of web pages are identified consistently within the Acquia Cloud Platform interface with the following exceptions:</p> <ul style="list-style-type: none"> • The “Edit settings”, “Add tags”, and “Add members” functionalities have two different identifiers across the product pages. |
| <u>3.3.3 Error Suggestion</u> | Partially Supports | <p>If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user with the following exceptions:</p> <ul style="list-style-type: none"> • Some error suggestion text does not communicate why a user input is invalid and does not suggest a way to fix the error. • Some forms do not provide error suggestion text at all. |
| <u>3.3.4 Error Prevention (Legal, Financial, Data)</u> | Supports | <p>For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"> • Submissions are reversible • Data entered by the user is checked for input errors and the user is provided an opportunity to correct them • A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission |
| <u>4.1.3 Status Messages</u> | Partially Supports | <p>Most status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus with the following exceptions:</p> |

| | | |
|--|--|--|
| | | <ul style="list-style-type: none"> • All status information conveyed as toasts does not have a role designation within the code. • Some status information conveyed with in-page notification components do not have a role designation within the code. • All error text conveyed as help text does not have a role designation within the code. • Some status indicators do not have a role designation. |
|--|--|--|

Accessibility Conformance Report for Acquia Cloud Platform Version 2.4

Revised Section 508 Report

Table 3: Functional Performance Criteria (FPC), Section 508

Tables 1 and 2 (previous section) 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

For details on each WCAG item's correlation with Section 508, please refer to the U.S. Access Board's [equivalency chart](#). Any exceptions noted below are consistent with those reported in Tables 1 and 2 of the WCAG analysis.

| Criteria | Conformance Level | Remarks and Explanations |
|---|---------------------------|---|
| 302.1 Without Vision | Partially Supports | Where a visual mode of operation is provided, Acquia Cloud Platform provides at least one mode of operation that does not require user vision, with some exceptions. |
| 302.2 With Limited Vision | Partially Supports | Where a visual mode of operation is provided, Acquia Cloud Platform provides at least one mode of operation that enables users to make use of limited vision, with some |

| | | |
|--|--|-------------|
| | | exceptions. |
|--|--|-------------|

[302.3 Without Perception of Color](#)

Partially Supports Where a visual mode of operation is provided, Acquia Cloud Platform provides at least one visual

mode of operation that does not require user perception of color, with some exceptions.

302.4 Without Hearing Not Applicable Acquia Cloud Platform does not provide an audible mode of operation.

302.5 With Limited Hearing Not Applicable Acquia Cloud Platform does not provide an audible mode of operation.

Accessibility Conformance Report for Acquia Cloud Platform Version 2.4

| | | |
|--|---------------------------|---|
| 302.6 Without Speech | Not Applicable | Acquia Cloud Platform does not provide a mode of operation where speech is used for input, control, or operation. |
| 302.7 With Limited Manipulation | Supports | Where a manual mode of operation is provided, Acquia Cloud Platform provides at least one mode of operation that does not require fine motor control or simultaneous manual operations. |
| 302.8 With Limited Reach and Strength | Supports | Where a manual mode of operation is provided, Acquia Cloud Platform provides at least one mode of operation that is operable with limited reach and limited strength. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially Supports | Acquia Cloud Platform provides features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier, with some exceptions. |

Accessibility Conformance Report for Acquia Cloud Platform Version 2.4

Results and Recommended Actions

With the establishment of Acquia's multidisciplinary Accessibility Working Group, representatives across the User and Customer Experience, Product Management, and Engineering functions are collaborating to remedy the exceptions and non-compliant criteria identified in this report. Our remediation plan is as follows:

First, the relative priority for all open issues will be assessed with respect to the severity of the issue and the amount of effort (both design and engineering) required to address it. In this case, severity specifically refers to the union of "impact" (how much does this hinder a user?) and "prevalence" (across the platform).

Second, after determining each issue's priority, Acquia's UX and Engineering teams will organize the open issues into user stories. These aggregations of work, in turn, will then be addressed during the associated design and engineering Sprints, as per Acquia's established product development lifecycle processes. This report will be updated whenever substantial remediations occur, and are deployed to the Acquia Cloud Platform.

The team also plans on repeating its comprehensive testing of the Acquia Cloud Platform product once the WCAG 2.2, and even 3.0, criteria are finalized, certified, and published. In the interim, the team will continue periodically monitoring the [working documents](#) provided by the W3C Accessibility Guidelines (WCAG) 3.0 [Accessibility Guidelines Working Group](#) (together with the [Silver Task Force](#) and [Silver Community Group](#)) and incorporating appropriate preliminary guidance into our design and development processes.

