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**Name of Product:** Zoom Product Web Page

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Zoom's video communications product suite runs on mobile, desktop, and conference room systems. Zoom platform unifies video and audio conferencing, simple online meetings, group messaging, and a software-defined conference room solution into one easy-to-use platform that is simple to deploy.

1. Zoom Video Meeting runs on Windows, macOS, Linux, Chrome OS, iOS, Android, and Blackberry devices. The video conferencing application features video and audio conferencing for up to 500 live video participants, online meeting capabilities such as integrated meeting scheduling with calendar systems, telephone dial-in or call-me, mobile meeting scheduling, video breakout rooms, desktop and mobile screen sharing, mobile content sharing, remote screen control, co-annotation, whiteboarding, local and cloud recording, polling, chat and closed captioning.
2. Zoom Video Webinar runs on Windows, macOS, Linux, Chrome OS, iOS, Android, and Blackberry devices. The video webinar application supports up to 100 interactive video panelists with up to 10,000 view-only attendees, with ability to broadcast the webinar to YouTube or Facebook Live. It's full-featured with video and audio conferencing, telephone dial-in or call-me, screen sharing, co-annotation, whiteboarding, local and cloud recording, polling, chat, Q/A, closed captioning, reporting, and the ability to elevate an attendee to a video panelist.
3. Zoom Business Chat runs on Windows, macOS, Linux, iOS and Android devices. The Chat application supports presence status, sending text, image, audio and file instantly to individual or group, creating groups and inviting users, collaborating from the group.
4. Zoom Voice softphone runs on Windows, macOS, iOS and Android devices. The Zoom Voice softphone is a cloud phone application that is available as an add-on to our video communications suite. It supports inbound and outbound calling through the public switched telephone network (PSTN) and seamlessly integrated traditional telephony features will enable customers to replace their existing PBX solution and consolidate all of their business communication and collaboration requirements into their favorite video service.
5. Zoom Rooms and Zoom Rooms Touch, Zoom's software based video conference room solution, runs on macOS and PC hardware with optional touch screens, and iPad or Android tablet as remote, features audio and video conferencing, wireless content sharing, annotation, whiteboarding, integrated calendaring. Zoom Rooms supports three displays and touch screens.
6. Zoom H323/SIP Connector cloud or on-premise (VM) enables H.323/SIP rooms to communicate with desktop, tablet and mobile devices. It works with video endpoints from Polycom, Cisco, Lifesize and others, supports H.264, H.239, H.235 and G.722 protocols.
7. Zoom administrative web pages consist of Account Users Management user interfaces, which allow users to start and join meetings, as well as manage personal profile and some of their own meeting settings; Account Administrators Management user interfaces, which allow the administrator to add, remove and edit users, as well as managing advanced features like API, SSO, and Meeting Connector; and Account Owners user interfaces, which allow the account owner to add, remove, and edit administrators, and restrict billing settings to only themselves.

8. Zoom productivity tools: Zoom extension for browsers allows users to schedule meetings or start instant meetings from within the browser or Google calendar. Zoom plug-in for Outlook for Windows and macOS allows user to schedule and edit meetings or start instant meetings from within the Outlook application. Zoom plug-in for Skype for Business (Microsoft Lync) for Windows allow users to start instant meetings and invite contacts within the Skype for Business application.

The following testing was done on Chrome v71.0 with WAVE Extension for WCAG 2.0 compliance and WebAIM for section 508 compliance, Firefox v64.0 with FireEyes for WAI-ARIA and Internet Explorer v11 on Windows 10 with NV Access's NVDA screen reader v2018.4, JAWS v18.2, Microsoft's Accessibility Display options (Filter keys and Display/Contrast settings) and standard Keyboard, on Safari on macOS 10.14 (Mojave) with Apples' Accessibility Display options (invert colors, use grayscale, color settings, contrast settings and transparency settings), Zoom options, VoiceOver options and standard Keyboard.

### W3C WCAG 2.0 Checkpoints – Detail

Checkpoint	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports	
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	
1.2.4 (AA)	Captions (Live)	Not Applicable	
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	
1.3.1 (A)	Info and Relationships	Supports	
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Supports	
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Not Applicable	
1.4.3 (AA)	Contrast (Minimum)	Supports	
1.4.4 (AA)	Resize Text	Supports	
1.4.5 (AA)	Images of Text	Supports	
2.1.1 (A)	Keyboard	Supports	
2.1.2 (A)	No Keyboard Trap	Supports	
2.2.1 (A)	Timing Adjustable	Not Applicable	
2.2.2 (A)	Pause, Stop, Hide	Not Applicable	
2.3.1 (A)	Three Flashes or Below Threshold	Not Applicable	
2.4.1 (A)	Bypass Blocks	Support	
2.4.2 (A)	Page Titled	Supports	
2.4.3 (A)	Focus Order	Supports	
2.4.4 (A)	Link Purpose (In Context)	Supports	
2.4.5 (AA)	Multiple Ways	Supports	
2.4.6 (AA)	Headings and Labels	Supports	
2.4.7 (AA)	Focus Visible	Supports	
3.1.1 (A)	Language of Page	Supports	
3.1.2 (AA)	Language of Parts	Supports	
3.2.1 (A)	On Focus	Supports	
3.2.2 (A)	On Input	Supports	
3.2.3 (AA)	Consistent Navigation	Supports	
3.2.4 (AA)	Consistent Identification	Supports	

3.3.1 (A)	Error Identification	Supports	
3.3.2 (A)	Labels or Instructions	Supports	
3.3.3 (AA)	Error Suggestion	Supports	
3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Not Applicable	
4.1.1 (A)	Parsing	Supports	
4.1.2 (A)	Name, Role, Value	Supports	

## WCAG 2.0 Conformance Requirements

<b>Criteria</b>
<u>1. Conformance Level</u>
<u>2. Full pages</u>
<u>3. Complete processes</u>
<u>4. Only Accessibility-Supported Ways of Using Technologies</u>
<u>5. Non-Interference</u>

# Web Content Accessibility Guidelines (WCAG) 2.0

## Principle 1: Perceivable

Information and user interface components must be presentable to users in ways they can perceive.

### Guideline 1.1 Text Alternatives

Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

Criteria	Supporting Feature	Remarks and Explanations
<p><b>1.1.1 Non-text Content (Level A):</b> All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.</p> <ul style="list-style-type: none"> <li>• <b>Controls, Input:</b> If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to <a href="#">Guideline 4.1</a> for additional requirements for controls and content that accepts user input.)</li> <li>• <b>Time-Based Media:</b> If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to <a href="#">Guideline 1.2</a> for additional requirements for media.)</li> <li>• <b>Test:</b> If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>• <b>Sensory:</b> If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>• <b>CAPTCHA:</b> If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.</li> <li>• <b>Decoration, Formatting, Invisible:</b> If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.</li> </ul>	<p>Supports</p>	<p>Zoom’s administrative web pages support this feature using the following techniques:</p> <p>ARIA6: Using aria-label to provide labels for objects.</p> <p>ARIA10: Using aria-labelledby to provide a text alternative for non-text content.</p> <p>H37: Using alt attributes on img elements.</p> <p>Using LABEL elements to associate text labels with form controls.</p> <p>Frames are appropriately titled except for the 3<sup>rd</sup> party iframe.</p>

## Guideline 1.2 Time-based Media

Provide alternatives for time-based media.

Criteria	Supporting Feature	Remarks and Explanations
<p><b>1.2.1 Audio-only and Video-only (Prerecorded) (Level A):</b> For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <ul style="list-style-type: none"> <li>• <b>Prerecorded Audio-only:</b> An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.</li> <li>• <b>Prerecorded Video-only:</b> Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.</li> </ul>	Not Applicable	<p>Zoom’s administrative web pages do not have multimedia content.</p> <p>Zoom’s web pages host the prerecorded video and audio files for meeting and webinar recording, however, those are user content and they are not used for administrative purpose.</p>
<p><b>1.2.2 Captions (Prerecorded) (Level A):</b> Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Not Applicable	<p>Zoom’s administrative web pages do not have prerecorded audio content.</p> <p>Zoom’s web pages host the prerecorded video and audio files for meeting and webinar recording, however, those are user content and they are not used for administrative purpose.</p> <p>Closed captions are available for cloud meeting replay if users have enabled and conducted closed captioning in the meeting.</p>
<p><b>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A):</b> An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Not Applicable	<p>Zoom’s administrative web pages do not have time-based prerecorded video content.</p> <p>Zoom’s web pages host the prerecorded video and audio files for meeting and webinar recording, however, those are user content and they are not used for administrative purpose.</p> <p>Closed captions are available for cloud meeting replay if users have enabled and conducted closed captioning in the meeting.</p>

Criteria	Supporting Feature	Remarks and Explanations
<b>1.2.4 Captions (Live) (Level AA):</b> Captions are provided for all live audio content in synchronized media.	Not Applicable	Zoom's administrative web pages do not have live audio content.
<b>1.2.5 Audio Description (Prerecorded) – (Level AA):</b> Audio description is provided for all prerecorded video content in synchronized media.	Not Applicable	Zoom's administrative web pages do not have prerecorded video content.  Zoom's web pages host the prerecorded video and audio files for meeting and webinar recording, however, those are user content and they are not used for administrative purpose.  Closed captions are available for cloud meeting replay if users have enabled and conducted closed captioning in the meeting.

### Guideline 1.3 Adaptable

Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

Criteria	Supporting Feature	Remarks and Explanations
<b>1.3.1 Info and Relationships (Level A):</b> Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Supports	Zoom's administrative web pages support this feature using the following techniques:  H42: Using h1-h6 to identify headings.  H43: Using id and headers attributes to associate data cells with header cells in data tables.  H44: Using label elements to associate text labels with form controls.  H48: Using ol, ul and dl for lists or groups of links.  H63: Using the scope attribute to associate header cells and data cells in data tables.  H97: Grouping related links using the nav element.

Criteria	Supporting Feature	Remarks and Explanations
<p><b>1.3.2 Meaningful Sequence (Level A):</b> When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>G57: Ordering the content in a meaningful sequence for all the content in the Web page.</p> <p>C6: Positioning content based on structural markup.</p> <p>C27: Making the DOM order match the visual order.</p>
<p><b>1.3.3 Sensory Characteristics (Level A):</b> Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.</p>	Not Applicable	<p>Zoom's administrative web pages do not use sensory characteristics of components such as shape, size, visual location, orientation, or sound.</p>

#### Guideline 1.4 Distinguishable

Make it easier for users to see and hear content including separating foreground from background.

Criteria	Supporting Feature	Remarks and Explanations
<p><b>1.4.1 Use of Color (Level A):</b> Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>C15: Using CSS to change the presentation of a user interface component when it receives focus.</p> <p>The administrative web pages use color and text together to display the table. When a table element is disabled, it does not take focus.</p>
<p><b>1.4.2 Audio Control (Level A):</b> If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	Not Applicable	<p>Zoom's administrative web pages do not have automatically played audio.</p>

Criteria	Supporting Feature	Remarks and Explanations
<p><b>1.4.3 Contrast (Minimum) (Level AA):</b> The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> <li>• <u>Large Text:</u> Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;</li> <li>• <u>Incidental:</u> Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> <li>• <u>Logotypes:</u> Text that is part of a logo or brand name has no minimum contrast requirement.</li> </ul>	Supports	Zoom's administrative web pages support this feature by ensuring the minimum text and background color contrast ratio of at least 4.5:1 for all web pages. Zoom conducted the test using tools such as WebAIM and Wave extension.
<p><b>1.4.4 Resize text (Level AA):</b> Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>G142: Using a technology that has commonly-available user agents that support zoom.</p> <p>G146: Using liquid layout</p> <p>Zoom's administrative web pages uses framework such as bootstrap3 to support this.</p>
<p><b>1.4.5 Images of Text (Level AA):</b> If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <ul style="list-style-type: none"> <li>• <u>Customizable:</u> The image of text can be visually customized to the user's requirements;</li> <li>• <u>Essential:</u> A particular presentation of text is essential to the information being conveyed.</li> </ul>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>C22: Using CSS to control visual presentation of text.</p> <p>C30: Using CSS to replace text with images of text and providing user interface controls to switch.</p>

## Principle 2: Operable

User interface components and navigation must be operable.

### Guideline 2.1 Keyboard Accessible

Make all functionality available from a keyboard.

Criteria	Supporting Feature	Remarks and Explanations
<p><b>2.1.1 Keyboard (Level A):</b> All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>G90: Providing keyboard-triggered event handlers in script.</p> <p>G202: Ensuring keyboard control for all functionality.</p> <p>H91: Using HTML form controls and links.</p>
<p><b>2.1.2 No Keyboard Trap (Level A):</b> 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, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>G21: Ensuring that users are not trapped in content.</p>

## Guideline 2.2 Enough Time

Provide users enough time to read and use content.

Criteria	Supporting Feature	Remarks and Explanations
<p><b>2.2.1 Timing Adjustable (Level A):</b> For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <u>Turn off</u>: User is allowed to turn off time limit before encountering it; or</li> <li>• <u>Adjust</u>: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</li> <li>• <u>Extend</u>: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</li> <li>• <u>Real-time Exception</u>: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or</li> <li>• <u>Essential Exception</u>: The time limit is essential and extending it would invalidate the activity; or</li> </ul>	Not Applicable	<p>Zoom's administrative web pages do not have time limit content.</p>

Criteria	Supporting Feature	Remarks and Explanations
<p>•<u>20 Hour Exception</u>: The time limit is longer than 20 hours.</p>		
<p><b>2.2.2 Pause, Stop, Hide (Level A):</b> For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> <li>• <u>Moving, blinking, scrolling</u>: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and</li> <li>• <u>Auto-updating</u>: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</li> </ul>	Not Applicable	Zoom's administrative web pages do not have automatically started moving, blinking, scrolling or auto-updating content.

### Guideline 2.3 Seizures

Do not design content in a way that is known to cause seizures.

Criteria	Supporting Feature	Remarks and Explanations
<p><b>2.3.1 Three Flashes or Below Threshold (Level A):</b> Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p>	Not Applicable	Zoom's administrative web pages do not have flashing content.

### Guideline 2.4 Navigable

Provide ways to help users navigate, find content, and determine where they are.

Criteria	Supporting Feature	Remarks and Explanations
<p><b>2.4.1 Bypass Blocks (Level A):</b> A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>Creating links to skip blocks of repeated material using one of the following techniques:</p>

Criteria	Supporting Feature	Remarks and Explanations
		G1: Adding a link at the top of each page that goes directly to the main content area
<p><b>2.4.2 Page Titled (Level A):</b> Web pages have titles that describe topic or purpose.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>G1: Adding a link at the top of each page that goes directly to the main content area</p>
<p><b>2.4.3 Focus Order (Level A):</b> 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.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>H4: Creating a logical tab order through links, form controls, and objects.</p> <p>C27: Making the DOM order match the visual order (CSS).</p> <p>SCR26: Inserting dynamic content into the Document Object Model immediately following its trigger element.</p>
<p><b>2.4.4 Link Purpose (In Context) (Level A):</b> 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, except where the purpose of the link would be ambiguous to users in general.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>H30: Providing link text that describes the purpose of a link for anchor elements.</p> <p>C7: Using CSS to hide a portion of the link text.</p> <p>ARIA8: Using aria-label for link purpose.</p>
<p><b>2.4.5 Multiple Ways (Level AA):</b> 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.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>G125: Providing links to navigate to related Web pages.</p> <p>G63: Providing a site map, <a href="https://zoom.us/sitemap.xml">https://zoom.us/sitemap.xml</a>.</p>
<p><b>2.4.6 Headings and Labels (Level AA):</b> Headings and labels describe topic or purpose.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>G130: Providing descriptive headings and labels.</p>

Criteria	Supporting Feature	Remarks and Explanations
<p><b>2.4.7 Focus Visible (Level AA):</b> Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>C15: Using CSS to change the presentation of a user interface component when it receives focus.</p> <p>G165: Using the default focus indicator for the platform so that high visibility default focus indicators will carry over.</p> <p>SCR31: Using script to change the background color or border of the element with focus.</p>

### Principle 3: Understandable

Information and the operation of user interface must be understandable.

#### Guideline 3.1 Readable

Make text content readable and understandable.

Criteria	Supporting Feature	Remarks and Explanations
<p><b>3.1.1 Language of Page (Level A):</b> The default human language of each Web page can be programmatically determined.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>H57 - Using language attributes on the html element such as <code>lang="en-US"</code>.</p> <p>User can manually switch languages on Zoom's homepage.</p>
<p><b>3.1.2 Language of Parts (Level AA):</b> The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>H57 - Using language attributes on the html element such as <code>lang="en-US"</code>.</p>

#### Guideline 3.2 Predictable

Make Web pages appear and operate in predictable ways.

Criteria	Supporting Feature	Remarks and Explanations
<p><b>3.2.1 On Focus (Level A):</b> When any component receives focus, it does not initiate a change of context.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>G107: Using "activate" rather than "focus" as a trigger for changes of context.</p> <p>G200: Opening new windows and tabs from a link only when necessary.</p> <p>Any component in Zoom's administrative web pages that is able to trigger an event when it receives focus must not change the context.</p>
<p><b>3.2.2 On Input (Level A):</b> Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>H32: Providing submit buttons (HTML).</p> <p>Zoom's administrative web pages switches context only if the users manually take an action.</p>
<p><b>3.2.3 Consistent Navigation (Level AA):</b> 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, unless a change is initiated by the user.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>G61: Presenting repeated components in the same relative order each time they appear.</p> <p>The homepage button, links in headers and footers in Zoom's administrative web pages are designed and implemented in the same relative order.</p>
<p><b>3.2.4 Consistent Identification (Level AA):</b> Components that have the same functionality within a set of Web pages are identified consistently.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>G197: Using labels, names, and text alternatives consistently for content that has the same functionality.</p> <p>H44: Using label elements to associate text labels with form controls.</p>

Criteria	Supporting Feature	Remarks and Explanations
		<p>H65: Using the title attribute to identify form controls when the label element cannot be used.</p> <p>G94: Providing short text alternative for non-text content that serves the same purpose and presents the same information as the non-text content.</p>

### Guideline 3.3 Input Assistance

Help users avoid and correct mistakes.

Criteria	Supporting Feature	Remarks and Explanations
<p><b>3.3.1 Error Identification (Level A):</b> 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.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>SCR32 - Providing client-side validation and adding error text via the DOM.</p> <p>The tables use JavaScript to show error information to users in web pages.</p>
<p><b>3.3.2 Labels or Instructions (Level A):</b> Labels or instructions are provided when content requires user input.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>H44: Using label elements to associate text labels with form controls.</p> <p>H90: Indicating required form controls using label or legend.</p>

Criteria	Supporting Feature	Remarks and Explanations
<p><b>3.3.3 Error Suggestion (Level AA):</b> If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>G83: Providing text descriptions to identify required fields that were not completed.</p> <p>G85: Providing a text description when user input falls outside the required format or values.</p> <p>G177: Providing suggested correction text.</p>
<p><b>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA):</b> 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> <ol style="list-style-type: none"> <li>1. Reversible: Submissions are reversible.</li> <li>2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</li> <li>3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</li> </ol>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>G98: Providing the ability for the user to review and correct answers before submitting.</p> <p>G155: Providing a checkbox in addition to a submit button.</p> <p>G168: Requesting confirmation to continue with selected action.</p> <p>G199: Providing success feedback when data is submitted successfully.</p>

## Principle 4: Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

### Guideline 4.1 Compatible

Maximize compatibility with current and future user agents, including assistive technologies.

Criteria	Supporting Feature	Remarks and Explanations
<p><b>4.1.1 Parsing (Level A):</b> In 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,</p>	Supports	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>H88: Using HTML according to spec.</p>

Criteria	Supporting Feature	Remarks and Explanations
<p>except where the specifications allow these features.</p>		<p>H75: Ensuring that Web pages are well-formed.</p> <p>H93: Ensuring that id attributes are unique on a Web page.</p> <p>H94: Ensuring that elements do not contain duplicate attributes</p>
<p><b>4.1.2 Name, Role, Value (Level A):</b> For all user interface components (including but not limited to: form elements, links and components generated by scripts), 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.</p> <p><i>Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.</i></p>	<p>Supports</p>	<p>Zoom's administrative web pages support this feature using the following techniques:</p> <p>ARIA14: Using aria-label to provide an invisible label where a visible label cannot be used</p> <p>ARIA16: Using aria-labelledby to provide a name for user interface controls.</p> <p>H91: Using HTML form controls and links.</p> <p>H44: Using label elements to associate text labels with form controls.</p> <p>H64: Using the title attribute of the frame and iframe elements.</p> <p>H65: Using the title attribute to identify form controls when the label element cannot be used.</p>