



Zendesk Guide and Gather Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Zendesk Help Center web application with Copenhagen theme v2.14.0

Product Description: Zendesk Guide Help Center is a web application which Zendesk clients can deploy to provide a custom Knowledge Base, Community forum and Ticketing system for their organization's website or application. This report includes the End User experience but not the Administrator experience.

Date of Report: April 2022

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Notes: None

Evaluation Methods Used: Testing the Zendesk Guide and Gather involved a combination of manual and functional testing on the desktop platform. Level Access (Level) comprehensively tested a selection of screens representative of the Zendesk Guide and Gather using, among other methodology, the screen reader JAWS 2021, exclusive use of the keyboard, and manual inspection Accessibility API output (through the use of tools, such as Microsoft Inspect). Level also functionally tested typical user workflows with JAWS 2021 screen reader, ZoomText 2021, and Dragon® NaturallySpeaking 15.

Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/	Level A (Yes) Level AA (Yes) Level AAA (No)

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 2.1 Report

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Web: Partially Supports	Web: Guide and Gather has some important non-text content with text alternatives or an accessible name. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • Some meaningful images are used without alternative text. • Non-meaningful images are sometimes used and are not marked as decorative. • Some content intended to be hidden to all users is rendered by assistive technology.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Supports	Web: Guide and Gather does not include any “audio-only” or “video-only” content.
1.2.2 Captions (Prerecorded) (Level A)	Web: Supports	Web: Guide and Gather does not include any “synchronized multimedia” (video with an audio track).
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Supports	Web: Guide and Gather does not include any “synchronized multimedia” (video with an audio track).

<p>1.3.1 Info and Relationships (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: Guide and Gather conveys some of the information, structure, and relationships by accessible methods. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Article elements within the “Search Results” page do not contain an appropriate heading element. • Some headings skip levels. • Some text is styled as a heading yet does not have explicit heading markup. • Live regions for dynamically changing content are missing.
<p>1.3.2 Meaningful Sequence (Level A)</p>	<p>Web: Supports</p>	<p>Web: Guide and Gather has a meaningful reading sequence.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p>	<p>Web: Supports</p>	<p>Web: Guide and Gather does not include any information, instructions, or controls which rely on specific sensory characteristics.</p>
<p>1.4.1 Use of Color (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: Guide and Gather generally uses methods other than color to convey information, indicate an action, prompt a response, or distinguish a visual element. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • There are link elements that use color as the only visual means to indicate that they are links.
<p>1.4.2 Audio Control (Level A)</p>	<p>Web: Supports</p>	<p>Web: Guide and Gather does not include any audio playback.</p>

2.1.1 Keyboard (Level A)	Web: Partially Supports	Web: Guide and Gather functionality is operable by a keyboard for the most part. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> ● Controls used to style user-generated content are inaccessible to keyboard users and to users of assistive technologies. ● Calendar navigation and selection controls are inaccessible to keyboard users and to users of assistive technologies. ● Inactive elements are placed in the keyboard focus order.
2.1.2 No Keyboard Trap (Level A)	Web: Supports	Web: Guide and Gather provides methods for keyboard-only users to navigate effectively and do not contain any keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web: Supports	Web: Guide and Gather does not have character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Web: Supports	Web: Guide and Gather contains no task or content that is time sensitive or requires time adjustments.
2.2.2 Pause, Stop, Hide (Level A)	Web: Supports	Web: Guide and Gather does not include content which moves, blinks, scrolls or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports	Web: Guide and Gather does not include content which flashes.
2.4.1 Bypass Blocks (Level A)	Web: Supports	Web: Guide and Gather provides mechanisms for skipping past repetitive content.

2.4.2 Page Titled (Level A)	Web: Partially Supports	Web: Guide and Gather’s screens mostly have meaningful page titles. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • The “Award Badges” modal dialog is missing a properly associated title. • The email generated by submitting a ticket does not have a page title.
2.4.3 Focus Order (Level A)	Web: Partially Supports	Web: Guide and Gather’s focus order is generally meaningful. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • Keyboard focus is not properly managed for modal dialogs. • Focus does not remain within modal dialogs once activated. • Content updates do not define focus updates appropriately.
2.4.4 Link Purpose (In Context) (Level A)	Web: Partially Supports	Web: Guide and Gather contains links that are generally clear in purpose. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • Link text within breadcrumbs is not always meaningful within context. • Link text within the main content of a page or within global sections of the website is not always meaningful within context.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports	Web: Guide and Gather does not use multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	Web: Guide and Gather does not execute any functionality on the down-event of the pointer.

2.5.3 Label in Name (Level A 2.1 only)	Web: Partially Supports	Web: Guide and Gather generally contain user interface components with labels. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> Some form fields are missing programmatically associated labels to describe the purpose of the field. Some buttons are missing an accessible name.
2.5.4 Motion Actuation (Level A 2.1 only)	Web: Not Applicable	Web: Guide and Gather does not have functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Web: Partially Supports	Web: Guide and Gather programmatically indicates the default human language used on most screens. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> The email generated by submitting a ticket does not indicate the default human language used for the document.
3.2.1 On Focus (Level A)	Web: Supports	Web: Guide and Gather does not initiate a change in context as a result of any component receiving focus.
3.2.2 On Input (Level A)	Web: Supports	Web: Guide and Gather does not initiate a change in context on user input.

<p>3.3.1 Error Identification (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: Guide and Gather generally identifies errors and describes them to users. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some error messages are not explicitly indicated at the beginning of a form after submission. • After a form is submitted with errors, it is not always clear which fields have errors.
<p>3.3.2 Labels or Instructions (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: Guide and Gather generally has labels and instructions for users when content requires user input. However, the rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The currently active page within a set of breadcrumbs is not indicated to assistive technologies. • Form field constraints and errors are not always properly associated with their corresponding fields. • Form fields do not always provide visual labels or instructions for user input.
<p>4.1.1 Parsing (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: Guide and Gather generally uses markup language well. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • ID attribute values are sometimes not unique.

<p>4.1.2 Name, Role, Value (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: The controls used on Guide and Gather generally expose the correct name, role, state, and value to assistive technology. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> ● Several Frame elements do not have a mechanism that allows an accessible name value to be calculated. ● Form fields do not always provide a programmatically associated label that describes the purpose of the associated field. ● Buttons do not always have accessible names. ● Some form field constraints and errors are not properly associated with their corresponding fields. ● Several custom controls do not provide proper textual name, role, and state information. ● Some custom controls do not contain valid ARIA roles, states, and properties.
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supports	Web: Guide and Gather does not generate any live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Supports	Web: Guide and Gather does not generate any prerecorded video content that requires audio description.
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	Web: Guide and Gather supports change in orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Web: Supports	Web: Guide and Gather does not currently have form autofill features.
1.4.3 Contrast (Minimum) (Level AA)	Web: Partially Supports	<p>Web: Guide and Gather generally has sufficient color contrast. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> Options in the expanded “Status” select element on the “My Requests” screen have insufficient color contrast. The “Powered by Zendesk” link in the footer has insufficient color contrast. Some text elements in the email generated by submitting a ticket have insufficient color contrast.

1.4.4 Resize text (Level AA)	Web: Partially Supports	Web: Guide and Gather mostly supports the resizing of text. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • Modal dialog content is lost, cut off, or overlaps when viewing the web page at 200% browser zoom.
1.4.5 Images of Text (Level AA)	Web: Supports	Web: Guide and Gather does not have images of text.
1.4.10 Reflow (Level AA 2.1 only)	Web: Supports	Web: Guide and Gather supports page reflow without loss of information or functionality.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Partially Supports	Web: Guide and Gather generally has sufficient color contrast. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • Insufficient color contrast for the borders of form elements and controls. • Insufficient color contrast for the “Close” button on the “Edit post” modal dialog. • Insufficient color contrast for the focused state of the “Close” button on the “Edit post” modal dialog.
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Supports	Web: Guide and Gather content does not respond to custom text spacing overrides from users.

1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Supports	Web: Guide and Gather has content that appears on hover or focus that is dismissible, hoverable, and persistent.
2.4.5 Multiple Ways (Level AA)	Web: Supports	Web: Guide and Gather has multiple ways to get to a screen.
2.4.6 Headings and Labels (Level AA)	Web: Supports	Web: The headings and labels in Guide and Gather are unique and descriptive.

<p>2.4.7 Focus Visible (Level AA)</p>	<p>Web: Partially Supports</p>	<p>Web: Guide and Gather generally has visible indication of focus. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The “Update” button in the “Edit post” dialog does not have a visual indication of focus. • The “Topic” combobox control within the “Edit post” modal dialog does not have a visual indication of focus. • The “Who should be the requester of the ticket?” select element within the “Create a ticket” modal dialog does not have a visual indication of focus. • When a user is logged in as an administrator and is navigating with the keyboard, the “Skip to main content” link is partially obscured when focused. • The “Admin Center” link in the header does not indicate keyboard focus. • Under certain conditions, the default logo becomes hidden behind the top navigation bar and its visible indication of focus is lost.
<p>3.1.2 Language of Parts (Level AA)</p>	<p>Web: Supports</p>	<p>Web: Guide and Gather is only presented in one language at this time.</p>

3.2.3 Consistent Navigation (Level AA)	Web: Supports	Web: Guide and Gather uses consistent navigational mechanism across screens.
3.2.4 Consistent Identification (Level AA)	Web: Supports	Web: Guide and Gather uses consistent identification methods.
3.3.3 Error Suggestion (Level AA)	Web: Supports	Web: Guide and Gather’s error messages provide suggestions to users.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supports	Web: Guide and Gather does not process legal commitments or financial transactions.
4.1.3 Status Messages (Level AA 2.1 only)	Web: Partially Supports	Web: Guide and Gather’s status messages can mostly be programmatically determined through roles or properties, such that they can be presented to the user by assistive technology without receiving focus. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> ● The “Copied” status for a permalink on the “Feedback About” screen is not announced to assistive technology. ● The “Your request was successfully submitted” status message within the “Request Confirmation” modal dialog is not announced to assistive technology.

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