Salesforce Sales Cloud Lightning
Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Salesforce Sales Cloud Lightning Winter’ 19

Product Description: Sales Cloud Lightning is a sales performance management software from Salesforce optimizing business processes, increasing conversions.

Date: November 2018

Contact information: accessibility@salesforce.com

Notes: The scope of this VPAT includes all features of the Salesforce Sales Cloud Lightning except for Analytics features, data import and setup tools. Those are described in a separate VPAT. Sales Cloud Lightning Lightning features include record home and detail pages for standard and custom objects, Chatter, notes, tasks, calendar and events, people, and campaigns. Embedded pages of Salesforce Classic. Service Cloud Lightning features such as Cases, Console, Knowledge, or Articles including Welcome to Lightning Experience and Help and Training are not included and out of the scope of this VPAT. For more information, please visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility.

Evaluation Methods Used: Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies. Below are the operating/browsers used for evaluation.
Windows 10, Chrome and Firefox Browsers, NVDA 2018.2.1 and JAWS 18.0

Applicable Standards/Guidelines

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

<table>
<thead>
<tr>
<th>Standard/Guideline</th>
<th>Included In Report</th>
</tr>
</thead>
</table>
| 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) |

Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018 | Yes |

EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard | No |
WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

### Table 1: Success Criteria, Level A

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.1.1 Non-text Content</strong> (Level A)</td>
<td>Supports with Exceptions</td>
<td>Most of the images provided within the Salesforce Sales Cloud Lightning user interface have meaningful alternative (alt) text descriptions. Non-relevant, decorative or formatting images contains null alt attributes or inserted as a background image. Form buttons controls have descriptive values and form inputs have proper text labels. Sales Cloud Lightning does not use CAPTCHA for any content access. However there are few exceptions: The decorative tabs icon images displayed before each navigation element text within “Edit Sales Cloud Navigation Items” modal window are missing with empty “alt” attribute.</td>
</tr>
</tbody>
</table>

Also applies to:
EN 301 549 Criteria
- 9.2.1 (Web)
- 10.2.1 (non-web document)
- 11.2.1.1 (Software)
- 11.2.2.1 (Closed Functionality Software)
- 11.6.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)
2017 Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

| **1.2.1 Audio-only and Video-only (Prerecorded)** (Level A) | Supports | Salesforce Sales Cloud Lightning has prerecorded “Help and Training” videos only media which contains closed captions but no separate audio track or other form of media alternative provided in form of text. |

Also applies to:
EN 301 549 Criteria
- 9.2.2 (Web)
- 10.2.2 (non-web document)
- 11.2.1.2 (Software)
- 11.2.2.2.1 and 11.2.2.2.2 (Closed Software)
- 11.6.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)
2017 Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

| **1.2.2 Captions (Prerecorded)** (Level A) | Supports | Salesforce Sales Cloud Lightning has prerecorded “Help and Training” media which contains closed captions to meet this criteria. |

Also applies to:
EN 301 549 Criteria
- 9.2.3 (Web)
- 10.2.3 (non-web document)
- 11.2.1.3 (Software)
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.2.2.3</td>
<td>(Closed Software) – Does not apply</td>
<td>Salesforce Sales Cloud Lightning core features does not include any audio descriptions or time-based media alternative for the pre-recorded video content.</td>
</tr>
<tr>
<td>11.6.2</td>
<td>(Authoring Tool)</td>
<td></td>
</tr>
<tr>
<td>12.1.2</td>
<td>(Product Docs)</td>
<td></td>
</tr>
<tr>
<td>12.2.4</td>
<td>(Support Docs)</td>
<td></td>
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<tr>
<td>2017 Section 508</td>
<td></td>
<td></td>
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<tr>
<td>501 (Web)(Software)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>504.2 (Authoring Tool)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| **1.2.3 Audio Description or Media Alternative** *(Prerecorded)* (Level A) | Not Applicable | Supports Salesforce Sales Cloud Lightning user interface contains semantic markup (headings, lists, etc.) to designate headings and emphasized text. Headings and WAI-ARIA landmarks, identity, role, operation and state are used to help convey presentation and assistive technology. A descriptive text is used to indicate the various types of content and controls, and the relationships between them. The form label elements within the Lightning experience pages are properly associated and placed in-line for the form fields. Regular data tables and interactive grid views available within Sales Cloud Lightning are properly identified with column and/or row headers (using the `<th>` element and scope attributes) and with proper aria roles for assistive technology users. |}
| Also applies to: | | | |
| EN 301 549 Criteria | | | |
| 9.2.4 (Web) | | | |
| 10.2.4 (non-web document) | | | |
| 11.2.1.4 (Software) | | | |
| 11.2.2.4 (Closed Software) | | | |
| 11.6.2 (Authoring Tool) | | | |
| 12.1.2 (Product Docs) | | | |
| 12.2.4 (Support Docs) | | | |
| 2017 Section 508 | | | |
| 501 (Web)(Software) | | | |
| 504.2 (Authoring Tool) | | | |
| 602.3 (Support Docs) | | | |
| **1.3.1 Info and Relationships** (Level A) | Supports | Salesforce Sales Cloud Lightning user interface is developed in meaningful and correct reading sequence order that can be programmatically determined. As an example, inputs and labels are contained within the same division element and are listed in sequence. |}
| Also applies to: | | | |
| EN 301 549 Criteria | | | |
| 9.2.7 (Web) | | | |
| 10.2.7 (non-web document) | | | |
| 11.2.1.7 (Software) | | | |
| 11.2.2.7 (Closed Software) – Does not apply | | | |
| 11.6.2 (Authoring Tool) | | | |
| 12.1.2 (Product Docs) | | | |
| 12.2.4 (Support Docs) | | | |
| 2017 Section 508 | | | |
| 501 (Web)(Software) | | | |
| 504.2 (Authoring Tool) | | | |
| 602.3 (Support Docs) | | | |
| **1.3.2 Meaningful Sequence** (Level A) | Supports | Salesforce Sales Cloud Lightning user interface is developed in meaningful and correct reading sequence order that can be programmatically determined. As an example, inputs and labels are contained within the same division element and are listed in sequence. |}
<p>| Also applies to: | | | |
| EN 301 549 Criteria | | | |
| 9.2.8 (Web) | | | |
| 10.2.8 (non-web document) | | | |
| 11.2.1.8 (Software) | | | |
| 11.2.2.8 (Closed Software) – Does not apply | | | |
| 11.6.2 (Authoring Tool) | | | |
| 12.1.2 (Product Docs) | | | |
| 12.2.4 (Support Docs) | | | |
| 2017 Section 508 | | | |
| 501 (Web)(Software) | | | |</p>
<table>
<thead>
<tr>
<th>1.3.3 Sensory Characteristics</th>
<th>Level A</th>
<th>Supports</th>
<th>All instructions for operating within Salesforce Sales Cloud Lightning user interface content is provided in textual format. Instructions and operating content do not rely on shape, size or visual location and instructions do not rely solely upon sound.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
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<tr>
<td>EN 301 549 Criteria</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>• 9.2.9 (Web)</td>
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<tr>
<td>• 10.2.9 (non-web document)</td>
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<tr>
<td>• 11.2.1.9 (Software)</td>
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<tr>
<td>• 11.2.2.9 (Closed Software)</td>
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<tr>
<td>– Does not apply</td>
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<tr>
<td>11.6.2 (Authoring Tool)</td>
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<td>12.1.2 (Product Docs)</td>
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<td>12.2.4 (Support Docs)</td>
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<tr>
<td>2017 Section 508</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>1.4.1 Use of Color</th>
<th>Level A</th>
<th>Supports with Exceptions</th>
<th>Salesforce Sales Cloud Lightning does not use color alone to distinguish the importance of a visual element. Menus and tabs use highlighting to indicate current location. This information is also communicated by WAI-ARIA role and selected state however there is an exception:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
<td>• The overdue date within Homepage “Task” widget is highlighted by the red bold color but there is no indication or information available for the visual impairment and assistive technology users describing about the purpose of the bolded red color.</td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>• 9.2.10 (Web)</td>
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<tr>
<td>• 10.2.10 (non-web document)</td>
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<tr>
<td>• 11.2.1.10 (Software)</td>
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<tr>
<td>• 11.2.2.10 (Closed Software) – Does not apply</td>
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<tr>
<td>11.6.2 (Authoring Tool)</td>
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<td>12.2.4 (Support Docs)</td>
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<td>2017 Section 508</td>
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<tr>
<td>• 501 (Web)(Software)</td>
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<td>• 504.2 (Authoring Tool)</td>
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<tr>
<td>• 602.3 (Support Docs)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>1.4.2 Audio Control</th>
<th>Level A</th>
<th>Not Applicable</th>
<th>Salesforce Sales Cloud Lightning pages do not include any audio sounds.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
<td></td>
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<tr>
<td>EN 301 549 Criteria</td>
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<tr>
<td>• 9.2.11 (Web)</td>
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<tr>
<td>• 10.2.11 (non-web document)</td>
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<tr>
<td>• 11.2.1.11 (Software)</td>
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<tr>
<td>• 11.2.2.11 (Closed Software) – Does not apply</td>
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<tr>
<td>11.6.2 (Authoring Tool)</td>
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<tr>
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<td>• 504.2 (Authoring Tool)</td>
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<tr>
<td>• 602.3 (Support Docs)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>2.1.1 Keyboard</th>
<th>Level A</th>
<th>Supports with Exceptions</th>
<th>Most of the core features and controls within the Sales Cloud Lightning user interface are reachable using the keyboard alone. They may be executed using the Tab key and other keys, as required by the criteria. However, there are some exceptions to this, including the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
<td>• The current keyboard focus does not go back to the same location which triggered the “Change Owner”, “Change Opportunity Owner” and “Change Lead</td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>2.1.2 No Keyboard Trap (Level A)</td>
<td>Supports with Exceptions</td>
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<td></td>
</tr>
<tr>
<td><strong>Also applies to:</strong></td>
<td>Salesforce Sales Cloud Lightning controls and interactive elements that can be entered via the keyboard can also be escaped by pressing either the “Tab” or “Shift-Tab” keys or other standard exit methods supplied by the browser and/or assistive technology. Keyboard focus is not locked or trapped at any one particular page element.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>EN 301 549 Criteria</strong></td>
<td>Keyboard user cannot navigate out of the “List” view control using “Tab” and “Shift + Tab” keys but with use of “Esc” key, a keyboard user can move out of the list view with the following exception:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 9.2.16 (Web)</td>
<td>• The forward tabbing is trapped inside the first “Notes” list item link whenever accessed in the Firefox browser.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 10.2.16 (non-web document)</td>
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<tr>
<td>• 11.2.1.16 (Software)</td>
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<tr>
<td>• 11.2.2.16 (Closed Software) – Does not apply</td>
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<tr>
<td>• 11.6.2 (Authoring Tool)</td>
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<tr>
<td>• 12.1.2 (Product Docs)</td>
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<tr>
<td>• 12.2.4 (Support Docs)</td>
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</tr>
<tr>
<td><strong>2017 Section 508</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>• 501 (Web)(Software)</td>
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<tr>
<td>• 504.2 (Authoring Tool)</td>
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<tr>
<td>• 602.3 (Support Docs)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>2.2.1 Timing Adjustable (Level A)</th>
<th>Supports</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Also applies to:</strong></td>
<td>Users are alerted within Salesforce Sales Cloud Lightning with time alert response modal window and provided options to select additional time for continuing the login session. Besides this capability, there are no other features or functionality that requires any time limits.</td>
</tr>
<tr>
<td><strong>EN 301 549 Criteria</strong></td>
<td></td>
</tr>
<tr>
<td>• 9.2.17 (Web)</td>
<td></td>
</tr>
<tr>
<td>• 10.2.17 (non-web document)</td>
<td></td>
</tr>
<tr>
<td>• 11.2.1.17 (Software)</td>
<td></td>
</tr>
<tr>
<td>• 11.2.2.17 (Closed Software) – Does not apply</td>
<td></td>
</tr>
<tr>
<td>• 11.6.2 (Authoring Tool)</td>
<td></td>
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<tr>
<td>• 12.1.2 (Product Docs)</td>
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<tr>
<td>• 12.2.4 (Support Docs)</td>
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<tr>
<td><strong>2017 Section 508</strong></td>
<td></td>
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<td>• 504.2 (Authoring Tool)</td>
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<tr>
<td>• 602.3 (Support Docs)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2.2.2 Pause, Stop, Hide (Level A)</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Also applies to:</strong></td>
<td>Salesforce Sales Cloud Lightning interface does not include any moving, blinking, scrolling, or auto-updating information.</td>
</tr>
<tr>
<td><strong>EN 301 549 Criteria</strong></td>
<td></td>
</tr>
<tr>
<td>• 9.2.18 (Web)</td>
<td></td>
</tr>
</tbody>
</table>

- Owner” modals whenever “ESC” key or using “Cancel” button actions are performed using the keyboard.
- The information (i) icon and tooltip available on the Opportunities Closing Preview Panel within Sales Cloud Homepage “Quarterly Performance” chart widget is not accessible with keyboard and/or announced by assistive technology.
- “Expand” and “Collapse” sections within “News” page, “Share Contacts”, “Share Notes”, “Share Calendar” and “Edit Data Categories” modal windows are not properly announced by the assistive technology for the accordion panels, if they are expanded or collapsed.
- The “New” menu dropdown option is not easily reachable or accessible using regular flow “down” arrow keystrokes available within the “Primary Source Campaign”, “Custom Object 2” and “New Campaign” labels within “New/Edit Opportunities” and “Add to Campaign” modal windows.
- The “Insert Image” button option available within the “Rich Text Area” does not work with keyboard available within “New/Edit” modal windows whenever accessed in the Chrome browser.
<table>
<thead>
<tr>
<th><strong>2.3.1 Three Flashes or Below Threshold</strong> (Level A)</th>
<th><strong>Not Applicable</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
<td>Salesforce Sales Cloud Lightning does not use flashes or flashing objects.</td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
</tr>
<tr>
<td>• 9.2.19 (Web)</td>
<td></td>
</tr>
<tr>
<td>• 10.2.19 (non-web document)</td>
<td></td>
</tr>
<tr>
<td>• 11.2.1.19 (Software)</td>
<td></td>
</tr>
<tr>
<td>• 11.2.2.19 (Closed Software) – Does not apply</td>
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<tr>
<td>• 11.6.2 (Authoring Tool)</td>
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<tr>
<td>• 12.1.2 (Product Docs)</td>
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<td>2017 Section 508</td>
<td></td>
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<td>• 504.2 (Authoring Tool)</td>
<td></td>
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<tr>
<td>• 602.3 (Support Docs)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>2.4.1 Bypass Blocks</strong> (Level A)</th>
<th><strong>Supports</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
<td>Salesforce Lightning Sales Cloud has “Skip to navigation” and “Skip to main content” link at the top of every page that will bypass top and left navigation and users are directed to the main content area of the page more efficiently. The pages are also provided with headings and ARIA landmarks to aid with rapid navigation to desired content.</td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td>The Iframe controls used within Salesforce Lightning Sales Cloud core features are provided with title attributes to inform iframe purpose to Assistive Technology users.</td>
</tr>
<tr>
<td>• 9.2.20 (Web)</td>
<td></td>
</tr>
<tr>
<td>• 10.2.20 (non-web document) – Does not apply</td>
<td></td>
</tr>
<tr>
<td>• 11.2.1.20 (Software)</td>
<td></td>
</tr>
<tr>
<td>• 11.2.2.20 (Closed Software) – Does not apply</td>
<td></td>
</tr>
<tr>
<td>• 11.6.2 (Authoring Tool)</td>
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<td></td>
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<tr>
<td>2017 Section 508</td>
<td></td>
</tr>
<tr>
<td>• 501 (Web)(Software) – Does not apply to non-web software</td>
<td></td>
</tr>
<tr>
<td>• 504.2 (Authoring Tool)</td>
<td></td>
</tr>
<tr>
<td>• 602.3 (Support Docs) – Does not apply to non-web docs</td>
<td></td>
</tr>
</tbody>
</table>
### 2.4.2 Page Titled (Level A)

Also applies to:

EN 301 549 Criteria
- 9.2.21 (Web)
- 10.2.21 (non-web document)
- 11.2.1.21 (Software) - Does not apply
- 11.2.2.21 (Closed Software) – Does not apply
- 11.6.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

2017 Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Supports

All the pages, modal window and panels available within Salesforce Lightning Sales Cloud are provided with meaningful and relevant page titles to a user's current location and page navigation within the application.

### 2.4.3 Focus Order (Level A)

Also applies to:

EN 301 549 Criteria
- 9.2.22 (Web)
- 10.2.22 (non-web document)
- 11.2.1.22 (Software)
- 11.2.2.22 (Closed Software) – Does not apply
- 11.6.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

2017 Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Supports

Supports Salesforce Sales Cloud Lightning user interface and controls are navigated sequentially by tabbing through the various inputs & labels. The user controls receive keyboard focus in the same tab order in which they are presented visually.

Salesforce Sales Cloud Lightning also uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page.

### 2.4.4 Link Purpose (In Context) (Level A)

Also applies to:

EN 301 549 Criteria
- 9.2.23 (Web)
- 10.2.23 (non-web document)
- 11.2.1.23 (Software)
- 11.2.2.23 (Closed Software) – Does not apply
- 11.6.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

2017 Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Supports with Exceptions

Supports with Exceptions

All link elements within Salesforce Sales Cloud Lightning provide a purpose both through the link text itself and the title attribute, even when read out of context, with the following exception:

- The “Top Insight” column within “Opportunity” search list view contains empty link attribute and assistive technology announces the link as “blank”.

### 3.1.1 Language of Page (Level A)

Also applies to:

EN 301 549 Criteria
- 9.2.27 (Web)
- 10.2.27 (non-web document)
- 11.2.1.27 (Software)
- 11.2.2.27 (Closed Software)
- 11.6.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Supports

The default language of page is specified or set on the html tag for all pages within Salesforce Sales Cloud Lightning pages.
<table>
<thead>
<tr>
<th>Section 508 (2017)</th>
<th>501 (Web)(Software)</th>
<th>504.2 (Authoring Tool)</th>
<th>602.3 (Support Docs)</th>
</tr>
</thead>
</table>

### 3.2.1 On Focus (Level A)

**Also applies to:**
- EN 301 549 Criteria
  - 9.2.29 (Web)
  - 10.2.29 (non-web document)
  - 11.2.1.29 (Software)
  - 11.2.2.29 (Closed Software) – Does not apply
  - 11.6.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Supports**

There is no context change within Salesforce Sales Cloud Lightning user interface when a component receives focus.

### 3.2.2 On Input (Level A)

**Also applies to:**
- EN 301 549 Criteria
  - 9.2.30 (Web)
  - 10.2.30 (non-web document)
  - 11.2.1.30 (Software)
  - 11.2.2.30 (Closed Software) – Does not apply
  - 11.6.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Supports**

There is no context change upon changing any user interface component within Salesforce Sales Cloud Lightning.

### 3.3.1 Error Identification (Level A)

**Also applies to:**
- EN 301 549 Criteria
  - 9.2.33 (Web)
  - 10.2.33 (non-web document)
  - 11.2.1.33 (Software)
  - 11.2.2.33 (Closed Software)
  - 11.6.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

**Support**

Users are visually notified whenever an input error is detected within Salesforce Sales Cloud Lightning data entry forms when a field that must be completed has not been completed.

Proper error information is provided for the visual users in the form of tooltip text on to the field level input elements to enable the users to identify which fields were omitted and needs to be completed.

### 3.3.2 Labels or Instructions (Level A)

**Also applies to:**
- EN 301 549 Criteria
  - 9.2.34 (Web)
  - 10.2.34 (non-web document)
  - 11.2.1.34 (Software)
  - 11.2.2.34 (Closed Software) – Does not apply

**Support**

The electronic form controls including input and buttons in the Salesforce Sales Cloud Lightning user interface can be operated and accessible by using assistive technology.

The form label elements within the Sales Cloud Lightning pages are properly associated and placed inline for the form fields. Instructions are provided next...
- 11.6.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

2017 Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

to the important input elements in the form of tooltips or instructions to assist keyboard users and assistive technology users.

4.1.1 Parsing (Level A)
Also applies to:
EN 301 549 Criteria
- 9.2.37 (Web)
- 10.2.37 (non-web document)
- 11.2.1.37 (Software)
- 11.2.2.37 (Closed Software) – Does not apply
- 11.6.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

2017 Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Supports Salesforce Sales Cloud Lightning uses semantically-correct markup for all interface elements. The HTML elements used within core features have complete start and end tags. All the HTML elements are properly nested and markup used are programmatically generated to prevent parsing errors. Most of the elements IDs are identified uniquely.

Note: Some of the form elements such as input text boxes and dropdowns across Salesforce Lightning Sales Cloud may contain empty ARIA attribute value such as aria-describedby="" which is included as part of the common platform controls.

4.1.2 Name, Role, Value (Level A)
Also applies to:
EN 301 549 Criteria
- 9.2.38 (Web)
- 10.2.38 (non-web document)
- 11.2.1.38 (Software)
- 11.2.2.38 (Closed Software) – Does not apply
- 11.6.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

2017 Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Supports The name, role and value used in Salesforce Sales Cloud Lightning user interface elements are available to assistive technologies via HTML or WAI-ARIA to describe the identity, operation, and state. All buttons are standard HTML form inputs.

Table 2: Success Criteria, Level AA

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.2.4 Captions (Live)</strong> (Level AA)</td>
<td>Not Applicable</td>
<td>Salesforce Sales Cloud Lightning does not include any live audio content. Prerecorded “Help and Training” media is available which contains close captions embedded within the video.</td>
</tr>
<tr>
<td>Also applies to: EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 9.2.5 (Web)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 10.2.5 (non-web document)</td>
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<tr>
<td>- 11.2.1.5 (Software)</td>
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<tr>
<td>- 11.2.2.5 (Closed Software) – Does not apply</td>
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<td></td>
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<tr>
<td>- 11.6.2 (Authoring Tool)</td>
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<tr>
<td>- 12.1.2 (Product Docs)</td>
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<tr>
<td>- 12.2.4 (Support Docs)</td>
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<tr>
<td>2017 Section 508</td>
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<td></td>
</tr>
<tr>
<td><strong>1.2.5 Audio Description (Prerecorded)</strong> (Level AA)</td>
<td><strong>Not Applicable</strong></td>
<td>Salesforce Sales Cloud Lightning prerecorded “Help and Training” media does not contain any separate audio description but do provide close captions embedded within the video.</td>
</tr>
<tr>
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<tr>
<td>Also applies to:</td>
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<tr>
<td>EN 301 549 Criteria</td>
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<tr>
<td>• 9.2.6 (Web)</td>
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<tr>
<td>• 10.2.6 (non-web document)</td>
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<td>• 11.2.1.6 (Software)</td>
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<td>• 11.2.2.6 (Closed Software) – Does not apply</td>
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<td>• 11.6.2 (Authoring Tool)</td>
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<td>• 12.1.2 (Product Docs)</td>
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<td>• 12.2.4 (Support Docs)</td>
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<td>2017 Section 508</td>
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<td>• 501 (Web)(Software)</td>
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<td>• 504.2 (Authoring Tool)</td>
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<td>• 602.3 (Support Docs)</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>1.4.3 Contrast (Minimum)</strong> (Level AA)</th>
<th><strong>Supports with Exceptions</strong></th>
<th>Salesforce Sales Cloud Lightning does not use color alone to distinguish the importance of a visual elements. Sufficient color contrast is provided for most of the elements between foreground and background text colors for easy and clear legibility for people with moderately low vision in Salesforce Sales Cloud Lightning user interface and controls with the following exceptions:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
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<tr>
<td>EN 301 549 Criteria</td>
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<td></td>
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<tr>
<td>• 9.2.12 (Web)</td>
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<tr>
<td>• 10.2.12 (non-web document)</td>
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<td>• 11.2.1.12 (Software)</td>
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<tr>
<td>• 11.2.2.12 (Closed Software) – Does not apply</td>
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<td>• 11.6.2 (Authoring Tool)</td>
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<td>• 12.1.2 (Product Docs)</td>
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<td>• 12.2.4 (Support Docs)</td>
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<td>• 501 (Web)(Software)</td>
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<tr>
<td>• 504.2 (Authoring Tool)</td>
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<tr>
<td>• 602.3 (Support Docs)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>1.4.4 Resize text</strong> (Level AA)</th>
<th><strong>Supports with Exceptions</strong></th>
<th>Most of the text and images within Salesforce Sales Cloud Lightning can be resized with the browser zoom feature. Some of the pages or user interface contain issues when a text size is zoomed at 200%. Text in the controls and pages work fine below 150% text increase.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
<td></td>
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<tr>
<td>EN 301 549 Criteria</td>
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<tr>
<td>• 9.2.13 (Web)</td>
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<td>• 10.2.13 (non-web document)</td>
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<td>• 11.2.1.13 (Software)</td>
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<td>• 11.2.2.13 (Closed Software)</td>
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<td>• 504.2 (Authoring Tool)</td>
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<td>• 602.3 (Support Docs)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>1.4.5 Images of Text</strong> (Level AA)</th>
<th><strong>Supports</strong></th>
<th>Salesforce Sales Cloud Lightning does not contain images in lieu of text. All text content within Salesforce Sales Cloud Lightning is included as pure text.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Also applies to:</td>
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<tr>
<td>EN 301 549 Criteria</td>
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<td>• 9.2.14 (Web)</td>
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<td>• 10.2.14 (non-web document)</td>
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<td>• 11.2.1.14 (Software)</td>
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<tr>
<td>• 11.2.2.14 (Closed Software) – Does not apply</td>
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<tr>
<td>2.4.5 Multiple Ways (Level AA)</td>
<td>Supports</td>
<td>Salesforce Sales Cloud Lightning interface and interaction within the application is extremely simple. It contains a landing home page and contextual top navigation, from which the user can launch or locate to different section or pages they are seeking.</td>
</tr>
<tr>
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<tr>
<td>Also applies to:</td>
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<tr>
<td>EN 301 549 Criteria</td>
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<tr>
<td>9.2.24 (Web)</td>
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<tr>
<td>10.2.24 (non-web document) – Does not apply</td>
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<td>11.2.1.24 (Software) – Does not apply</td>
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<td>11.2.2.24 (Closed Software) – Does not apply</td>
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<td>11.6.2 (Authoring Tool)</td>
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<td>12.1.2 (Product Docs)</td>
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<td>12.2.4 (Support Docs)</td>
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<td>2017 Section 508</td>
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<tr>
<td>501 (Web)(Software) – Does not apply to non-web software</td>
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<td>504.2 (Authoring Tool)</td>
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<tr>
<td>602.3 (Support Docs) – Does not apply to non-web docs</td>
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<tr>
<td>2.4.6 Headings and Labels (Level AA)</td>
<td>Supports with Exceptions</td>
<td>Most of the Salesforce Sales Cloud Lightning pages contains descriptive headings and labels texts to inform the assistive technology users for where the user is and what they are doing with the following exception:</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
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<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.2.25 (Web)</td>
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<td>10.2.25 (non-web document)</td>
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<tr>
<td>11.2.1.25 (Software)</td>
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<tr>
<td>11.2.2.25 (Closed Software) – Does not apply</td>
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<td>11.6.2 (Authoring Tool)</td>
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<td>12.1.2 (Product Docs)</td>
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<td>12.2.4 (Support Docs)</td>
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<td>2017 Section 508</td>
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<td>501 (Web)(Software)</td>
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<td>602.3 (Support Docs)</td>
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<tr>
<td>2.4.7 Focus Visible (Level AA)</td>
<td>Supports with Exceptions</td>
<td>Focus indicator within Salesforce Sales Cloud Lightning core interface and controls are always visible and contrasts well with the surrounding content and background with an exception:</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
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<tr>
<td>EN 301 549 Criteria</td>
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<tr>
<td>9.2.26 (Web)</td>
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<tr>
<td>10.2.26 (non-web document)</td>
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<tr>
<td>11.2.1.26 (Software)</td>
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<tr>
<td>11.2.2.26 (Closed Software) – Does not apply</td>
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<tr>
<td>11.6.2 (Authoring Tool)</td>
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<td>12.1.2 (Product Docs)</td>
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<td>12.2.4 (Support Docs)</td>
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<td>2017 Section 508</td>
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<tr>
<td>501 (Web)(Software)</td>
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<td>504.2 (Authoring Tool)</td>
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<tr>
<td>602.3 (Support Docs)</td>
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<td></td>
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</tr>
</tbody>
</table>
### 3.1.2 Language of Parts (Level AA)

Support

The human language information in the Salesforce Sales Cloud Lightning user interface uses HTML 5 language markup for the elements that are accessed directly by commonly available assistive technology. However, there is no mechanism to specify different languages for subsets of a page.

Also applies to:
- EN 301 549 Criteria
  - 9.2.28 (Web)
  - 10.2.28 (non-web document)
  - 11.2.1.28 (Software) – Does not apply
  - 11.2.2.28 (Closed Software) – Does not apply
  - 11.6.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

#### 2017 Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

### 3.2.3 Consistent Navigation (Level AA)

Supports

Salesforce Sales Cloud Lightning provides consistent and repeatable top menu navigation mechanism across all pages to assist users with assistive technologies.

Also applies to:
- EN 301 549 Criteria
  - 9.2.31 (Web)
  - 10.2.31 (non-web document) – Does not apply
  - 11.2.1.31 (Software) – Does not apply
  - 11.2.2.31 (Closed Software) – Does not apply
  - 11.6.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

#### 2017 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

### 3.2.4 Consistent Identification (Level AA)

Supports

Components and user interface controls are identified consistently for the same functionality across Salesforce Sales Cloud Lightning pages.

Also applies to:
- EN 301 549 Criteria
  - 9.2.32 (Web)
  - 10.2.32 (non-web document) – Does not apply
  - 11.2.1.32 (Software) – Does not apply
  - 11.2.2.32 (Closed Software) – Does not apply
  - 11.6.2 (Authoring Tool)
  - 12.1.2 (Product Docs)
  - 12.2.4 (Support Docs)

#### 2017 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

### 3.3.3 Error Suggestion (Level AA)

Supports

Whenever error is automatically detected within Salesforce Sales Cloud Lightning data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form but the error information is not announced by assistive technology.

Also applies to:
- EN 301 549 Criteria
  - 9.2.35 (Web)
  - 10.2.35 (non-web document)
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
EN 301 549 Criteria

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.2.36 (Web)</td>
<td>Supports</td>
<td>A confirmation message is provided to the user within Salesforce Sales Cloud Lightning forms before submitting the action, be it an insert, update or delete. Data entered by users are checked using validation methods to help users confirm and correct data submissions. Salesforce Lightning Sales Cloud provides suggestions for correcting errors such as identifying required fields using the “aria-required” attribute.</td>
</tr>
<tr>
<td>10.2.36 (non-web document)</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>11.2.1.36 (Software)</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>11.2.2.36 (Closed Software)</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>11.6.2 (Authoring Tool)</td>
<td>Not Applicable</td>
<td>Salesforce Sales Cloud Lightning does not use color as only means of conveying information.</td>
</tr>
<tr>
<td>12.1.2 (Product Docs)</td>
<td>Not Applicable</td>
<td>Salesforce Sales Cloud Lightning does not include audio-only features that require hearing to be used.</td>
</tr>
<tr>
<td>12.2.4 (Support Docs)</td>
<td>Not Applicable</td>
<td>Salesforce Sales Cloud Lightning does not include audio-only features that require hearing to be used.</td>
</tr>
<tr>
<td>501 (Web)(Software)</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>504.2 (Authoring Tool)</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>602.3 (Support Docs)</td>
<td>Not Applicable</td>
<td></td>
</tr>
</tbody>
</table>

2017 Section 508

Table 3: Success Criteria, Level AAA
Notes: The Salesforce Sales Cloud Lightning website has not been evaluated for WCAG 2.0 Level AAA conformance.

2017 Section 508 Report
Chapter 3: Functional Performance Criteria (FPC)

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>302.1 Without Vision</td>
<td>Supports</td>
<td>Salesforce Sales Cloud Lightning uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to Assistive Technologies. Most of the features and controls in the Salesforce Lightning Sales Cloud user interface are reachable using the keyboard alone and announced by assistive technology. Refer to WCAG 2.0 Section for more details.</td>
</tr>
<tr>
<td>302.2 With Limited Vision</td>
<td>Supports</td>
<td>Salesforce Sales Cloud Lightning is compatible with Assistive Technologies and supports the use of screen readers for the visually impaired.</td>
</tr>
<tr>
<td>302.3 Without Perception of Color</td>
<td>Supports</td>
<td>Salesforce Sales Cloud Lightning does not use color as only means of conveying information.</td>
</tr>
<tr>
<td>302.4 Without Hearing</td>
<td>Not Applicable</td>
<td>Salesforce Sales Cloud Lightning does not include audio-only features that require hearing to be used.</td>
</tr>
<tr>
<td>302.5 With Limited Hearing</td>
<td>Not Applicable</td>
<td>Salesforce Sales Cloud Lightning does not include audio-only features that require hearing to be used.</td>
</tr>
<tr>
<td>Criteria</td>
<td>Conformance Level</td>
<td>Remarks and Explanations</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>302.6 Without Speech</td>
<td>Supports</td>
<td>Salesforce Sales Cloud Lightning does not require speech to operate or retrieve information. Support service related to Salesforce Sales Cloud Lightning can be found at Salesforce.com website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a>.</td>
</tr>
<tr>
<td>302.7 With Limited Manipulation</td>
<td>Supports</td>
<td>Salesforce Sales Cloud Lightning supports standard input mechanisms such as user-provided keyboards and pointing devices. Usage of the product does not require fine motor controls nor simultaneous actions. Salesforce Sales Cloud Lightning user interface and controls have large target areas that would not cause problems for people with fine motor control or limited reach and strength.</td>
</tr>
<tr>
<td>302.8 With Limited Reach and Strength</td>
<td>Supports</td>
<td>Salesforce Sales Cloud Lightning does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Salesforce Sales Cloud Lightning can be executed either by mouse or simple keystrokes (e.g., tab, space, alpha keys, Alt).</td>
</tr>
<tr>
<td>302.9 With Limited Language, Cognitive, and Learning Abilities</td>
<td>Supports</td>
<td>Salesforce Sales Cloud Lightning does not function in a way that is prohibitive to users with cognitive or learning impairments. Salesforce provides information on Salesforce Sales Cloud Lightning user interface accessibility features in the documentation. End-users with disabilities can open support request directly at <a href="http://help.salesforce.com">http://help.salesforce.com</a>.</td>
</tr>
</tbody>
</table>

**Chapter 4: Hardware**

Notes: The Salesforce Sales Cloud Lightning is a web application and is not subject to the requirements of this section.

**Chapter 5: Software**

Notes: The Salesforce Sales Cloud Lightning is a web application and is not subject to the requirements of this section.

**Chapter 6: Support Documentation and Services**

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>601.1 Scope</td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>602 Support Documentation</td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>602.3 Electronic Support Documentation</td>
<td>See WCAG 2.0 section</td>
<td>See information in WCAG section</td>
</tr>
</tbody>
</table>
### 602.4 Alternate Formats for Non-Electronic Support Documentation

| Supports | End-users with disabilities can request additional product support documentation by opening a new case at [http://help.salesforce.com](http://help.salesforce.com). |

### 603 Support Services

| Heading cell – no response required | Heading cell – no response required |

### 603.2 Information on Accessibility and Compatibility Features


### 603.3 Accommodation of Communication Needs

| Supports | Support service related to Salesforce Sales Cloud Lightning can be found at Salesforce.com help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at [http://help.salesforce.com](http://help.salesforce.com). |

### EN 301 549 Report

Notes: The Salesforce Sales Cloud Lightning has not been evaluated for EN 301 549 Report conformance.