

US Cloud Portal ACR

Accessibility Conformance Report

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Overview

Company / Vendor	USCloud
Product / Service Name	US Cloud Portal
Version / Release Date	Production as of October 2025
Contact for Accessibility	Kevin Zink (kevin.zink@uscloud.com)
Scope / Description	Private, secure client portal available only to existing US Cloud clients, including support knowledge base access, dashboards, and interactive forms.
Evaluation Methodology	Manual and automated testing using tools such as axe and WAVE.
Standards Tested Against	WCAG 2.1 Level A & AA, Revised Section 508 (2017).
Remarks / Notes	Includes known limitations and planned remediations for identified accessibility issues.

Conformance Summary Table

Standard / Guideline	Conformance Level	Remarks & Explanation
WCAG 2.1 Level A	Partially Supports	Most pages meet Level A; some dynamic content has missing labels.
WCAG 2.1 Level AA	Partially Supports	Minor focus visibility issues identified.
Revised Section 508 (2017)	Partially Supports	Meets most 508 requirements with exceptions noted in complex forms.

Detailed Conformance – WCAG 2.1 (Selected Criteria)

Criterion	Conformance Level	Remarks & Explanation
1.1.1 Non-text Content	Partially Supports	Most images have alt text; some decorative icons missing aria-hidden.
1.4.3 Contrast (Minimum)	Partially Supports	Most text meets contrast; some button states fall below 3:1 ratio.
2.1.1 Keyboard	Partially Supports	Most navigation is keyboard accessible, though a few interactive components or custom widgets may not be fully operable via keyboard.
2.4.7 Focus Visible	Partially Supports	Focus indicators visible except for some custom elements.
3.3.1 Error Identification	Partially Supports	Some form validation errors may not consistently announced by screen readers.

Detailed Conformance – Revised Section 508 (Selected Criteria)

Section / Clause	Conformance Level	Remarks & Explanation
1194.22 Web-based Information and Applications	Partially Supports	Dynamic content not consistently announced to assistive tech.
1194.31 Functional Performance Criteria	Supports	Compatible with screen readers, magnifiers, and high-contrast modes.
1194.41 Information, Documentation, and Support	Partially Supports	Some downloadable documents not fully tagged for accessibility.

Known Limitations & Planned Remediations

- Dashboard widget component not fully keyboard accessible – planned fix Q2 2026.
- ARIA live regions to be enhanced for dynamic alerts – sprint Q2 2026.

Maintenance & Updates

- The Accessibility Conformance Report (ACR) is reviewed biannually or with any major release.
- Automated and manual testing are performed to ensure accessibility compliance.
- Accessibility feedback can be submitted to via the Ongoing Feedback component located on the Home page of the Portal.