Parallels Desktop for Chrome OS
Accessibility Conformance Report

(Based on VPAT® Version 2.4)

Contents

Report

Report Date: April 8, 2022

Product Name: Parallels® Desktop for Chrome OS

Product Description: Parallels Desktop for Chrome OS is a software application that enables users to run Windows OS and associated applications on a Chrome devices without rebooting.

Contact Information: https://www.parallels.com/about/contact/

Evaluation Methods Used: testing was performed by a person using ChromVox and Windows Narrator (in Windows OS). A tester emulated limited hearing, vision, reach, strength, lack of perception of color, and speech.

This report covers the most popular product use case: when a user interacts with a Windows virtual machine already set up on a system. The system is considered configured by an administrator, who installs Parallels Desktop, Windows, and then fine-tunes the necessary settings before handing it over to the user.

There are known issues with accessibility technologies in specific cases, like setup, configuration, and multiple virtual machine management. They are noted below and in summary.

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	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Partial Support	The majority of graphical buttons (e.g., Settings, Stop, Reset) have alternative text. However, in some cases the graphical buttons (e.g., the buttons such as full screen mode switch, microphone, and print) do not have alternative text but may be accessed from the Settings menu. Most Support Docs data is presented in text, however there are a few graphical images to support what is described.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Not applicable	There are no audio-only or video-only recordings in the application.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not applicable	There are no audio-only or video-only recordings in the application.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Not applicable	There are no audio-only or video-only recordings in the application.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Partial Support	Most user interface controls have programmatically determined names or are available in text. However, in some cases the graphical buttons (e.g., the buttons

Criteria	Conformance Level	Remarks and Explanations
		such as full screen mode switch, mic, and print) do not have programmatically determined names. Most support data is presented in text. Graphical images presented in Support Docs have detailed text descriptions. Docs are presented in PDF and HTML formats; navigation panes have control element buttons with text descriptions.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	Correct reading sequences can be programmatically determined, and this is true for Support Docs as well.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	Instructions and content do not rely solely on sensory characteristics of components.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	Color is not used as the sole means of conveying information. Appropriate text labels and formatting are also provided for Support Docs as well.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	No videos or audio recordings launch automatically when a window opens.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	Most functions of the application are keyboard operable. All Support Docs are available from the Chrome OS browser and keyboard operable.
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard traps were noted. This

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)		is true for Support Docs as well.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	The application does not require a timed response within its own objects. Within Windows OS, users may adjust the response time (while installing Parallels Toolbox). Support Docs do not require a timed response.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Not applicable	The application does not contain automatic scrolling. Content is updated periodically by software, which is considered non-interference. This is true for Support Docs as well.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	Flashing or blinking does not occur in the prohibited range. This is true for Support Docs as well.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Not applicable Not applicable	Electronic Docs: No web components were included in testing.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	Windows throughout the application contain descriptive titles. This is true for Support Docs as well.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Software)	Not applicable	No web components were included in testing.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	The purpose of each link can be determined from the link text together with context, and this is also applicable to Support Docs.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	The default human language can be determined. This is true for Support Docs as well.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	Gaining focus on components does not initiate a change of context. This is true for Support Docs as well.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Partial Support	In most cases, changing the setting of user interface components does not automatically cause a change of context. In the case of switching to full screen mode, the toolbar menu becomes hidden. This does not apply to Support Docs.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Partial Support	In most cases, users are informed that an error has occurred and can determine what is wrong. During setup, users may experience rare errors that are presented as error codes. This is not applicable for Support Docs.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	Labels are provided for input fields. This is not applicable for Support Docs.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508	Supports	Assistive technologies can parse the content accurately and without crashing. All Support Docs are

Criteria	Conformance Level	Remarks and Explanations
• 501 (Software) • 602.3 (Support Docs)		presented in HTML and PDF formats and have already designed parsing structure by appropriate vendors.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	For all user interface components (e.g., form elements and links), 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. This is also applicable for the Support Docs.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Not applicable	No time-based media present.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Not applicable	No live presentations hosted.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Software)	Supports	All areas of the application rely on the underlying Chrome OS operating system and meet the required contrast ratio. The same is true for

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		Support Docs.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	Text can be resized without loss of content or functionality. The same is true for Support Docs.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	No images of text are used. Support Docs contain images, but all of them are fully described in text.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Not applicable	No web components were included in testing.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	The application provides descriptive headings and labels, which explain topic or purpose. The same is true for Support Docs.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. The same is true for Support Docs.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Software) • 602.3 (Support Docs)	Supports	The default human language can be programmatically determined. The same is true for Support Docs.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not	Not applicable	No web components were included in testing.

Criteria	Conformance Level	Remarks and Explanations
apply to non-web docs		

3.2.4 Consistent Identification (Level AA)
    Also applies to:
    Revised Section 508
        • 501 (Software) – Does not apply to non-web software
        • 602.3 (Support Docs) – Does not apply to non-web docs
	Not applicable	No web components were included in testing.

3.3.3 Error Suggestion (Level AA)
    Also applies to:
    Revised Section 508
        • 501 (Software)
        • 602.3 (Support Docs)
	Supports	If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user. This is not applicable for Support Docs.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
    Also applies to:
    Revised Section 508
        • 501 (Web)(Software)
        • 602.3 (Support Docs)
	Not applicable	The application does not incur legal commitments or financial transactions for the user.
		The same is true for Support Docs.

Table 3: Success Criteria, Level AAA

Notes: Notes: Parallels Desktop for Chrome OS was not tested to WCAG 2.0 AAA level as web components were omitted from this assessment.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partial Support	The application has been successfully tested with

Criteria	Conformance Level	Remarks and Explanations
		ChromeVox and Windows Narrator accessibility tools, and testing showed that people without vision can use most of the application functions. However, some elements are not voiced by Chrome Vox (e.g., toolbar menu navigation, and switching between Parallels Desktop and Chrome OS), but these elements are not critical for using Windows OS in Parallels Desktop and may be configured through Chrome OS settings.
302.2 With Limited Vision	Partial Support	The application has been successfully tested with ChromeVox and Windows Narrator accessibility tools, and testing showed that people without vision can use most of the application functions. However, some elements are not voiced by Chrome Vox (e.g., toolbar menu navigation, and switching between Parallels Desktop and Chrome OS), but these elements are not critical for using Windows OS in Parallels Desktop and may be configured through Chrome OS settings.
302.3 Without Perception of Color	Supports	Color is not used as the sole means of conveying information.
302.4 Without Hearing	Supports	The application does not require user hearing.
302.5 With Limited Hearing	Supports	The application does not

Criteria	Conformance Level	Remarks and Explanations
		require user hearing.
302.6 Without Speech	Supports	The application does not require user speech.
302.7 With Limited Manipulation	Supports	The application is fully keyboard operable.
302.8 With Limited Reach and Strength	Supports	The application is fully keyboard operable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The application provides a window to access Windows OS.

Chapter 4: Hardware

Notes: Parallels Desktop for Chrome OS is not hardware and therefore this section is not applicable to the product.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section.
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required.
502.2.1 User Control of Accessibility Features	Supports	User or IT Administrator can enable Windows OS Accessibility tools.
502.2.2 No Disruption of Accessibility Features	Supports	The application switches from ChromeVox to Windows Accessibility tools (e.g., Narrator) and back.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required.
502.3.1 Object Information	Partial Support	While the application does not provide values of user interface elements to assistive technology, these elements are not critical for

Criteria	Conformance Level	Remarks and Explanations
		using Windows OS in Parallels Desktop.
502.3.2 Modification of Object Information	Supports	The application can be operated by assistive technology.
502.3.3 Row, Column, and Headers	Not applicable	There are no tables.
502.3.4 Values	Not supported	While the application does not provide values of user interface elements to assistive technology, these elements are not critical for using Windows OS in Parallels Desktop.
502.3.5 Modification of Values	Not supported	While the application does not provide modified values of user interface elements to assistive technologies, these elements are not critical for using Windows OS in Parallels Desktop.
502.3.6 Label Relationships	Not supported	ChromeVox does not do this, but this is not critical for using Windows OS in Parallels Desktop.
502.3.7 Hierarchical Relationships	Not supported	ChromeVox does not do this, but this is not critical for using Windows OS in Parallels Desktop.
502.3.8 Text	Not supported	ChromeVox does not do this, but this is not critical for using Windows OS in Parallels Desktop.
502.3.9 Modification of Text	Not supported	ChromeVox does not do this, but this is not critical for using Windows OS in Parallels Desktop.
502.3.10 List of Actions	Not supported	ChromeVox does not do this, but this is not critical for using Windows OS in Parallels Desktop.

Criteria	Conformance Level	Remarks and Explanations
502.3.11 Actions on Objects	Not supported	ChromeVox does not do this, but this is not critical for using Windows OS in Parallels Desktop.
502.3.12 Focus Cursor	Not supported	ChromeVox does not do this, but this is not critical for using Windows OS in Parallels Desktop.
502.3.13 Modification of Focus Cursor	Not supported	ChromeVox does not do this, but this is not critical for using Windows OS in Parallels Desktop.
502.3.14 Event Notification	Not applicable	
502.4 Platform Accessibility Features	Not applicable	The application is not an operating system.
503 Applications	Heading cell – no response required	Heading cell – no response required.
503.2 User Preferences	Supports	All areas of the application rely on the underlying Chrome OS operating system. User preferences are available in Chrome OS settings and can be used with ChromeVox.
503.3 Alternative User Interfaces	Not applicable	The application does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required.
503.4.1 Caption Controls	Not applicable	Multimedia is not used.
503.4.2 Audio Description Controls	Not applicable	Multimedia is not used.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required.
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion		
504.2.2 PDF Export	Not applicable	The application is not an Authoring Tool.

Criteria	Conformance Level	Remarks and Explanations
504.3 Prompts	Not applicable	The application is not an Authoring Tool.
504.4 Templates	Not applicable	The application is not an Authoring Tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required.
602 Support Documentation	Heading cell – no response required	Heading cell – no response required.
602.2 Accessibility and Compatibility Features	Supports	The documentation is in electronic format and can be converted to other formats. Documentation is available in PDF and HTML formats.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	The documentation is in electronic format and can be converted to other formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required.
603.2 Information on Accessibility and Compatibility Features	Does not support	The application does not provide documentation on accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports	Support is available on chat, phone, and email.

Legal Disclaimer

Summary

Parallels Desktop for Chrome provides necessary functionality to assist people with disabilities. The application can be comfortably operable by assistive technologies in a most typical scenario: the user interacts with a Windows virtual machine already set up on a system. The system in this case is considered configured by an administrator, who installs Parallels Desktop, Windows, and then fine-tunes necessary settings before handing it over to the user.

There are some known issues with accessibility technologies in specific cases. They are related to the following application functions and not critical for using Windows OS in Parallels Desktop:

- ChromeVox doesn't work in some user interface elements, like top toolbar menu and feedback window.
- Windows shortcut key doesn't work when ChromeVox is enabled.
- Keyboard trap in feedback window.

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of Parallels Desktop for Chrome as of April 8, 2022 and is only valid for the version and date it was tested. This document is for informational purposes only and does not replace independent legal advice. Parallels is a trademark of Parallels International GmbH.