



Okta, Inc. Accessibility Conformance Report WCAG Edition

(Based on VPAT[®] Version 2.5)

Name of Product/Version: Okta, Inc. - Customer Identity Cloud

Report Date: September 2024

Product Description:

Customer Identity is so much more than just the login box - from keeping every click safe to increasing acquisition and retention. Empower app developers, digital leaders, and security teams to accelerate time to market and grow your business. Okta's Customer Identity Cloud helps you build strong digital relationships, keep users' clicks safe, and free up developers' time for other projects.

Contact Information:

<https://auth0.com/contact-us>

Notes:

This report was created by Deque Systems Inc. upon completion of an accessibility evaluation performed between 1/19/24 and 09/09/24.

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

Evaluation Methods Used:

A combination of automated and manual testing techniques was employed for the accessibility assessment.

- Manual assessment was performed using Chrome v.120.0 on Windows and included exclusive use of the keyboard.
- Automated tools used included axe Auditor and the axe DevTools browser extension.
- Assistive technologies employed included NVDA v.2023.1.

Scope of Evaluation

The pages in the following table were evaluated as part of the assessment on which this report is based.

Page Title	URL
Adding Your Security Key	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values
Check Your Email	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values
Edit button	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values
Keep Your Account Safe	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values
Login + Email	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values
Login + Password (edit button)	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values
Other Methods	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values
Reset Password Confirmation	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values
Secure Your Account - Install App	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values
Secure Your Account - Scan QR Code	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values
Sign Up Screen	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values
Successfully Logged out	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values

Page Title	URL
Verify Your Identity	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values
Verify Your Identity - Notification	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values
Welcome Screen	Internal Testing Environment. See public documentation for screens here: https://auth0.com/docs/customize/login-pages/universal-login/customize-text-elements#prompt-values

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)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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 Level AAA criteria.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, the criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Non-text content has text alternatives or a text alternate that serves an equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Prerecorded audio-only files are not present.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Prerecorded videos are not present.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Prerecorded videos are not present, so audio description is not required.
1.3.1 Info and Relationships (Level A)	Supports	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.
1.3.2 Meaningful Sequence (Level A)	Supports	The reading and navigation order is logical and intuitive.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions to operate and/or understand content do not rely on sensory characteristics of components such as shape, color, size, visual location.
1.4.1 Use of Color (Level A)	Supports	Color is not used as the only method to convey information, indicate an action, prompt a response, or distinguish visual elements.
1.4.2 Audio Control (Level A)	Supports	A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays for more than 3 seconds.
2.1.1 Keyboard (Level A)	Supports	Functionality is available using only the keyboard (unless that functionality cannot be accomplished in any known way using a keyboard), If shortcut keys and accesskeys are present, they do not conflict with existing browser and screen reader shortcuts, and functionality based on custom gestures is available when a screen reader is turned on.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus is never locked or trapped in a particular area, and the user is able to navigate to and from all navigable elements using only a keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	If a single character key shortcut exists, then the single character key shortcut can be turned off or remapped, or it is only active when the relevant user interface component is in focus.
2.2.1 Timing Adjustable (Level A)	Supports	If a time limit exists, the user is given options to turn off, adjust, or extend that time limit.
2.2.2 Pause, Stop, Hide (Level A)	Supports	Moving, blinking, scrolling, or auto-updating information can be paused, stopped, hidden, or otherwise controlled by the user.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	The tested application does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	A method is provided to skip navigation and other page elements that are repeated across web pages.
2.4.2 Page Titled (Level A)	Supports	Pages have descriptive and informative titles.
2.4.3 Focus Order (Level A)	Supports	The navigation order of interactive elements (such as links, buttons, or form elements) is logical and preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of the link(s) can be determined from the link text alone or from the link text and its programmatic context.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	All functionality that can be operated with a pointer can be operated with single-point actions.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	<p>For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> ● The action is not triggered on the down event. ● The action triggers on the up event, and a mechanism is available to abort the function before completion or to undo the function after completion. ● The up-event reverses any outcome of the preceding down-event. ● Completing the function on the down-event is essential.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	For each user interface component that includes a visible text label, the accessible name matches (or includes) the visible text in the label.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	Functionality that can be triggered by device motion or user motion detected by a device can be disabled, and the functionality can be operated without using motion.
3.1.1 Language of Page (Level A)	Supports	The language of each page is correct and can be determined programmatically.
3.2.1 On Focus (Level A)	Supports	When an element receives focus, a change in context (such as a substantial change to the page, the spawning of a pop-up window, or a change in focus) that may disorient the user does not occur.
3.2.2 On Input (Level A)	Supports	When a user inputs information or interacts with a control, it does not result in a substantial change to the page that could disorient the user unless the user is informed about the change ahead of time.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	If a page or screen contains a help mechanism which is repeated on multiple pages or screens within a set of pages or screens, the mechanism must occur in the same relative order to other content, unless a change is initiated by the user.
3.3.1 Error Identification (Level A)	Supports	For form controls where an input error is automatically detected, a text message or alert is provided that identifies the field/control where the error was detected and describes the error.
3.3.2 Labels or Instructions (Level A)	Supports	For form controls/input fields requiring user input, labels, instructions, and/or error messages are provided to identify the controls/input fields in the form so that users know what input data is expected.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	A multi-step process must not require a user to re-enter information that they have already entered or that was provided to them during the process.
4.1.2 Name, Role, Value (Level A)	Supports	The name, role, state, and value of each user interface components can be programmatically determined.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Live multimedia files with audio are not present, so synchronized captions are not required.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Prerecorded multimedia files are not present, so audio descriptions are not required.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Orientation of the content is not locked to either landscape or portrait unless a specific orientation is essential for the functionality.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	The purpose for each input field that collects an individual's personal data is programmatically defined based on the WCAG list of Input Purposes for User Interface Components.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Text and images of regular text have the required color contrast ratio with their backgrounds.
1.4.4 Resize text (Level AA)	Supports	Content is readable and functional when browser zoom is set to 200% of its initial size.
1.4.5 Images of Text (Level AA)	Supports	When content can be presented visually using only text, an image of text is not used to present that text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	The content of each page is viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	The boundaries and indicators of the visual state(s) of each active user component and any graphics required to understand content have a 3:1 color contrast ratio with adjacent color(s) or their background.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The spacing between letters, words, lines of text and paragraphs can be adjusted with no loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	When additional content is triggered by pointer hover or keyboard focus, that additional content can be dismissed and hovered over, and the content persists until the user dismisses it.
2.4.5 Multiple Ways (Level AA)	Supports	Multiple ways are available to find other pages on the site.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels for form and interactive controls are informative.
2.4.7 Focus Visible (Level AA)	Supports	It is visually apparent which page element is currently receiving keyboard focus.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	When a user interface component receives keyboard focus, the component must not be entirely hidden due to author-created content.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	All functionality that uses a dragging movement for operation (such as sliders, drag-and-drop interfaces) must have an alternative that can be achieved by a single pointer without dragging, unless dragging is essential.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Targets must have an area of at least 24 by 24 CSS pixels or are spaced apart so that a 24 pixel diameter circle centered on the target does not touch another target nor a 24 pixel diameter circle placed on the center of any other adjacent targets that are less than 24 by 24 pixels.
3.1.2 Language of Parts (Level AA)	Supports	The language of each section of content that is different from the default language of the page is correctly identified and can be determined programmatically.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation patterns that are repeated on web pages are presented in the same relative order each time they appear and do not change order when navigating through the site.
3.2.4 Consistent Identification (Level AA)	Supports	Labels, names, and text alternatives for content that have the same functionality across multiple web pages are consistently identified.
3.3.3 Error Suggestion (Level AA)	Supports	If input errors are automatically detected, suggestions are provided in text for correcting the input in a timely and accessible manner before the data is submitted to the server.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	If the user can change or delete legal transactions, financial transactions, student exam responses, or data transactions that are unrecoverable or unintentionally modify or delete data, the changes and/or deletions are reversible, verified, or confirmed.

Criteria	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Authentication processes must not rely on cognitive function tests UNLESS a mechanism is available to assist the user in completing the cognitive function test. Exception: When the cognitive function test is to recognize common objects or content the user provided to the website.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Status messages can be programmatically determined and presented by assistive technologies without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: Not Applicable. Okta, Inc. - Customer Identity Cloud was not assessed for WCAG 2.2 Level AAA conformance.

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	All functionality is usable without vision.
4.2.2 Usage with limited vision	Supports	All functionality is usable with limited vision.
4.2.3 Usage without perception of color	Supports	All functionality is usable without perception of color.
4.2.4 Usage without hearing	Supports	All functionality is usable without hearing.
4.2.5 Usage with limited hearing	Supports	All functionality is usable with limited hearing.

Criteria	Conformance Level	Remarks and Explanations
4.2.6 Usage with no or limited vocal capability	Not Applicable	The product does not require the use of speech or other vocal output.
4.2.7 Usage with limited manipulation or strength	Supports	All functionality is usable by people with limited manipulation and does not require manipulation, simultaneous action, or hand strength.
4.2.8 Usage with limited reach	Supports	Users with limited reach will have no difficulty navigating and/or operating the product's controls.
4.2.9 Minimize photosensitive seizure triggers	Supports	All functionality may be operated in a mode that minimizes the potential for triggering photosensitive seizures.
4.2.10 Usage with limited cognition, language or learning	Supports	All functionality is usable by people with limited language, cognitive, and learning abilities. People with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology.
4.2.11 Privacy	Supports	Where the product provides features for accessibility, it maintains the privacy of people who use these features at the same level as other users.

Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.1.3.1 Audio output of visual information	Not Applicable	The product does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	The product does not have closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	The product does not have closed functionality.
5.1.3.4 Speech output user control	Not Applicable	The product does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	The product does not have closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	The product does not have closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	The product does not have closed functionality.
5.1.3.8 Masked entry	Not Applicable	The product does not have closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	The product does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	The product does not have closed functionality.
5.1.3.11 Private listening volume	Not Applicable	The product does not have closed functionality.
5.1.3.12 Speaker volume	Not Applicable	The product does not have closed functionality.
5.1.3.13 Volume reset	Not Applicable	The product does not have closed functionality.
5.1.3.14 Spoken languages	Not Applicable	The product does not have closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	The product does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	The product does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	The product does not have closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	The product does not have closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	The product does not have closed functionality.
5.1.7 Access without speech	Not Applicable	The product does not have closed functionality.
5.2 Activation of accessibility features	Not Applicable	The product does not have specific documented accessibility features.
5.3 Biometrics	Not Applicable	Biometrics are not used to access or use the website.
5.4 Preservation of accessibility information during conversion	Not Applicable	The product does not convert content.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	The product is a web application and has no physical parts.
5.5.2 Operable parts discernibility	Not Applicable	The product is a web application and has no physical parts.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	The product is a web application and has no physical locking or toggle controls.
5.6.2 Visual status	Not Applicable	The product is a web application and has no physical locking or toggle controls.
5.7 Key repeat	Not Applicable	The product is a web application and has no physical keyboard or keypad, so it has no key repeat function.
5.8 Double-strike key acceptance	Not Applicable	The product is a web application and has no physical keyboard or keypad, so it has no functionality related to accepting identical keystrokes that occur within a specific timeframe.
5.9 Simultaneous user actions	Not Applicable	The website has no functionality requiring simultaneous actions (such as having to press multiple keys at the same time) with no alternative.

Chapter 6: ICT with Two-Way Voice Communication

Notes: The ICT covered by this report does have any functionality that supports two-way communication. As such, the requirements of this chapter do not apply.

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Not Applicable	The website does not contain video that has synchronized audio.
7.1.2 Captioning synchronization	Not Applicable	The website does not contain video that has synchronized audio.
7.1.3 Preservation of captioning	Not Applicable	The website does not contain video that has synchronized audio.
7.1.4 Captions characteristics	Not Applicable	The website does not contain video that has synchronized audio.
7.1.5 Spoken subtitles	Not Applicable	The website does not contain video that has synchronized audio.
7.2.1 Audio description playback	Not Applicable	The website does not contain video that has synchronized audio.
7.2.2 Audio description synchronization	Not Applicable	The website does not contain video that has synchronized audio.
7.2.3 Preservation of audio description	Not Applicable	The website does not transmit, convert, or record video that has synchronized audio.
7.3 User controls for captions and audio description	Not Applicable	The website does not contain media with an audio component that has closed captions or media with a video component that has audio description.

Chapter 8: Hardware

Notes: The ICT covered by this report is not hardware. As such, the requirements of this chapter do not apply.

Chapter 9: Web (see [WCAG 2.2 Report section](#))

Chapter 10: Non-Web Documents

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
10.5 Caption positioning	Not Applicable	Any standalone documents that may be downloaded from the website do not contain video that has synchronized audio.
10.6 Audio description timing	Not Applicable	Any standalone documents that may be downloaded from the website do not contain video that has synchronized audio.

Chapter 11: Software

Notes: The ICT covered by this report is a web application, and it is not an authoring tool. As such, its accessibility requirements are covered in Chapter 9 and by reference the [WCAG 2.2](#) section. Thus, the requirements of this chapter do not apply.

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Not Applicable	This website does not contain any accessibility and compatibility features.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 Accessible documentation	Not Applicable	This website does not contain any accessibility and compatibility features.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Applicable	No product documentation that describes accessibility or compatibility features is supplied with the website.
12.2.3 Effective communication	Not Applicable	No Support services provided on the website.
12.2.4 Accessible documentation	Not Applicable	No Support services provided on the website.

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: The ICT covered by this report does not have any functionality that supports two-way communication, including the provision of relay services or access to emergency services. As such, the requirements of this chapter do not apply.

Legal Disclaimer (Okta)

The information contained within this document is accurate to the best of our knowledge as of the date printed on the front page. This document aims to describe the ability of Okta, Inc. to support the listed standards, subject to the Okta, Inc. interpretation of the standards and the comments listed in this document. This document is provided "AS IS" for informational purposes only. This document is subject to change without notice.