

Salesforce Accessibility Standards

Learn about the standards that Salesforce follows to design applications with accessibility in mind.

REQUIRED EDITIONS

Available in: Salesforce Classic and Lightning Experience

Available in: **All** editions except **Database.com**

Salesforce is committed to providing on-demand enterprise applications accessible to all individuals, including users working with assistive devices, such as speech recognition software and screen readers.



IMPORTANT Accessibility features in Salesforce Classic are no longer maintained or enhanced. We recommend that you instead use Lightning Experience, which offers the latest accessibility features.

Lightning Experience: Accessible by Design

Lightning Experience provides a fully accessible platform for our customers, based on the accessible markup in the [Salesforce Lightning Design System](#).

Lightning Experience has been developed to meet the Web Content Accessibility Guidelines Version 2.0 (WCAG), at level AA, and the WAI-ARIA specifications published by the W3C. Salesforce complies with Section 508 of the Rehabilitation Act and meets as many federal, state, and international accessibility requirements as possible.

A third-party vendor has completed an accessibility assessment of Salesforce's core products and has documented the assessment in our [Voluntary Product Accessibility Templates \(VPAT\)](#). Use the VPATs to evaluate the Salesforce design conformance with the accessibility standards under section 508 and W3C WCAG 2.0 Level AA.

Recommended Screen Readers and Browsers

| OPERATING SYSTEM | SCREEN READER | RECOMMENDED BROWSERS |
|--------------------------|---|---|
| Windows®, latest version | NVDA, latest version | Google Chrome®, latest version |
| Windows, latest version | Freedom Scientific JAWS, latest version | Google Chrome, latest version |
| macOS, latest version | VoiceOver | Google Chrome, latest version, or Safari®, latest version |



NOTE Salesforce pilot and beta features don't always provide full accessibility.

- [Low-Vision Users Who Require Magnification](#)
Salesforce supports standard OS-level, browser, and third-party magnification tools. Adjust the zoom setting to suit your needs.
- [Deaf or Hearing Impaired Users](#)
Salesforce provides captions for videos accessible through the **Help & Training** link at the top of any page.

- [**Use Lightning Experience with a Screen Reader**](#)
Learn how to get the most out of a screen reader and other assistive technologies when you use Lightning Experience, where accessibility features are built in.
- [**Use Salesforce Classic with Assistive Technologies**](#)
Learn how Salesforce accessibility mode changes your experience with Salesforce Classic.
- [**Keyboard Shortcuts**](#)
Use keyboard shortcuts to work efficiently in Salesforce. Shortcuts help you navigate and work with records faster and without using your mouse. You can use these shortcuts with your web browser shortcuts.
- [**Salesforce App Accessibility Considerations**](#)
The Salesforce app provides users working with screen readers and other accessibility features a fully accessible mobile experience. Unlike the full Salesforce site, the Salesforce app doesn't require accessibility mode. If you use Salesforce with an assistive device, keep these tips in mind.
- [**Contact Salesforce**](#)
Learn more about accessibility at Salesforce.