BeyondTrust Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version

Remote Support Administrative Interface / 23.2.1

Report Date

February 28, 2023

Product Description

Remote Support Administrative Interface is the Remote Support web application

Notes

No significant UI changes have been made since the last report.

Contact Information

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Evaluation Methods Used

Assistive technology products used as part of testing included Freedom Scientific JAWS 2021, NVDA 2020.2, Freedom Scientific ZoomText 2020, The Paciello Group's Colour Contrast Analyser 2.5, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Chrome and Firefox on Windows 10.

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:

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- 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

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some images and graphical buttons have alternative text. Some images, graphical buttons, and graphical links do not have alternative text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.

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Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Column headers are associated with the corresponding data cells. Heading tags are not used throughout the application. Some edit fields, combo boxes, and checkboxes are not explicitly labeled.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Correct reading sequences can be programmatically determined.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Instructions and content do not rely solely on sensory characteristics of components.

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Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Color is not used as the sole means of conveying information.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	The application does not use audio.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some functionalities can be performed with the keyboard. Some functions of the application such as tooltips and datepickers cannot be accessed with a keyboard.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	The **Rep Console** page contains a keyboard trap on the accordion control.

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Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	The application provides the user with sufficient warning and an option to extend the timeout period.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some notifications appear briefly on screen without an option to pause or stop them.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Flashing and blinking do not occur in the prohibited range.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Does Not Support	The application does not have a method to skip repetitive navigational links.

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Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Pages contain descriptive titles.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	On some pages, focus order follows reading order. Some table column display dropdown menus are not in a focus order that follows the reading order.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	The purpose of links can be determined from the label together with context.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	The default human language cannot be programmatically determined.

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Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Moving focus to components does not initiate a change of context.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Changing the setting of user interface components does not automatically cause a change of context.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Required fields notify the user in text if there is an error.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Visual labels or instructions are provided for some controls. Pagination combo boxes and some filter edit fields do not have visible labels.

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Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	The application shows parsing errors when running a markup validation service.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	The application provides name, role, state, and value information to assistive technology for some components. Some components (e.g., dropdowns, tooltips, accordions, links) do not provide name, role, and state information to assistive technology.

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Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(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 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	The application meets the required contrast ratios in some areas. Some heading text and button text does not meet the required contrast ratios.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Text can be resized without loss of content or functionality.

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Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Images of text are not used.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	There are multiple ways to perform various functions throughout the application.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Headings and labels describe topic or purpose.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some components have well defined visual focus. Some accordion controls and dropdown buttons do not show visual focus. Some buttons do not show clear visual focus.

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Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	The default human language cannot be programmatically determined.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Consistent navigation occurs throughout the application.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Consistent identification occurs throughout the application.

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Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Required fields notify the user in text if there is an error.
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	Application does not cause legal commitments or financial transactions to occur for the user.

Table 3: Success Criteria, Level AAA

Note: *Product was not tested to WCAG 2.0 AAA level.*

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Chapter 3:Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The application is partially keyboard operable. The application provides name, role, state, and value information to assistive technology for some components.
302.2 With Limited Vision	Partially Supports	The application is partially keyboard operable. The application provides name, role, state, and value information to assistive technology for some components. The application can be used by users with low visual acuity when combined with screen magnification assistive technology. The application meets the required contrast ratios in some areas. Some heading text and button text does not meet the required contrast ratios.
302.3 Without Perception of Color	Supports	Color is not used as the sole means of conveying information.
302.4 Without Hearing	Supports	Does not require user hearing.
302.5 With Limited Hearing	Supports	Does not require user hearing.
302.6 Without Speech	Supports	Does not require user speech.
302.7 With Limited Manipulation	Partially Supports	The application is partially keyboard operable.
302.8 With Limited Reach and Strength	Partially Supports	The application is partially keyboard operable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

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For more information, please see Chapter 3: Functional Performance Criteria at https://www.access-board.gov/ict/#chapter-3-functional-performance-criteria.

Chapter 4: Hardware

Note: *This product is not hardware and therefore this section is not applicable to the product.*

For more information, please see Chapter 4: Hardware at https://www.access-board.gov/ict/#chapter-4-hardware.

Chapter 5: Software

Note: *This product is not software and therefore this section is not applicable to the product.*

For more information, please see Chapter 5: Software at https://www.access-board.gov/ict/#chapter-5-software.

Chapter 6: Support Documentation and Services

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.
602.3 Electronic Support Documentation	See "WCAG 2.0 Report" on page 2	See information in WCAG 2.x section

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Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	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 services accommodate end users with disabilities.

For more information, please see Chapter 6: Support Documentation and Services at https://www.access-board.gov/ict/#chapter-6-support-documentation-and-services.

Legal Disclaimer (Company)

This Accessibility Conformance Report (ACR) provides guidance on the accessibility characteristics for Remote Support Administrative Interface as of February 28, 2023, and for the version, set forth on page 1 above.

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