# BeyondTrust Accessibility Conformance Report

## VPAT® Version 2.4Rev

### Privilege Management Console

**BeyondTrust**
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# Name of Product/Version

**Name of Product:** Privilege Management Console
**Version**: 23.5

# Product Description

The BeyondTrust Privilege Management Console is a management platform for Privilege Management that allows for the control of endpoints from one central location.

# Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **Privilege Management Console (cloud hosted version)** as of **July 6, 2023** and is only valid for the version and date it was tested.

# Evaluation Methods Used

Assistive technology products used as part of testing included Freedom Scientific JAWS 2023, NVDA 2023.1, 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) |
| Web Content Accessibility Guidelines 2.1 | Level A (Yes) |
| | Level AA (Yes) |
| | Level AAA (No) |

| | |
|---|---|
| [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#) | Yes |
| [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)](#) | No |

# 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.x Report

Tables 1 and 2 also document conformance with:

- 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.x 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)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 602.3 (Support Docs) | Partially Supports | Some images have alternative text. Some images and graphical buttons do not have alternative text. |
| **1.2.1 Audio-only and Video-only (Prerecorded)** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 602.3 (Support Docs) | Not Applicable | There is no audio-only or video-only content. |
| **1.2.2 Captions (Prerecorded)** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 602.3 (Support Docs) | Not Applicable | No time-based media is present. |
| **1.2.3 Audio Description or Media Alternative (Prerecorded)** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 602.3 (Support Docs) | Not Applicable | No time-based media is present. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.3.1 Info and Relationships** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 602.3 (Support Docs) | Partially Supports | For some tables, column headers are associated with the corresponding data cells.  For some tables, column headers are not associated with the corresponding data cells.  Some tables are missing column headers.<br><br>Heading tags are used.  The topmost heading level is not always H1. On some pages, there are gaps between heading levels.<br><br>Some user interface controls (e.g., checkboxes, combo boxes, spin boxes, radio buttons, text boxes, toggle switches) do not have programmatically determined names. |
| **1.3.2 Meaningful Sequence** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 602.3 (Support Docs) | Partially Supports | In some areas, correct reading sequences can be programmatically determined.<br><br>Correct reading sequences cannot be programmatically determined when some popups are open. |
| **1.3.3 Sensory Characteristics**  (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 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)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 602.3 (Support Docs) | Partially Supports | On some pages, color is not used as the sole means of conveying information.<br><br>On some pages, color is used as the sole means of conveying information (e.g., focus indicator, the selected tab in a tab strip). |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.2 Audio Control** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 602.3 (Support Docs) | Not Applicable | No audio recordings launch automatically when a page is loaded. |
| **2.1.1 Keyboard** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 602.3 (Support Docs) | Partially Supports | Some operations can be performed via the keyboard.<br><br>Some controls (e.g., buttons, links, menus, tab strips, tooltips, color pickers) are not in the tab order.  Some controls (e.g., buttons, calendars, links) are in the tab order, but are not fully keyboard operable.<br><br>The navigation links on some pages (e.g., Policies, Analytics) are not in the tab order.<br><br>There is no keyboard equivalent for the "drag and drop" functionality of the Knowledge Center button. |
| **2.1.2 No Keyboard Trap** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 602.3 (Support Docs) | Supports | No keyboard traps were encountered. |
| **2.1.4 Character Key Shortcuts** (Level A 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Not Applicable | Keyboard shortcuts using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters are not used. |
| **2.2.1 Timing Adjustable** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 602.3 (Support Docs) | Supports | A timeout message is generated by the application. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.2.2 Pause, Stop, Hide** (Level A)<br>Also applies to:<br>Revised Section 508<br>  • 501 (Web)(Software)<br>  • 602.3 (Support Docs) | Does Not Support | There is no method available to pause or prevent dynamic messages from disappearing. |
| **2.3.1 Three Flashes or Below Threshold** (Level A)<br>Also applies to:<br>Revised Section 508<br>  • 501 (Web)(Software)<br>  • 602.3 (Support Docs) | Supports | Flashing and blinking do not occur in the prohibited range. |
| **2.4.1 Bypass Blocks** (Level A)<br>Also applies to:<br>Revised Section 508<br>  • 501 (Web)(Software) – Does not apply to non-web software<br>  • 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. |
| **2.4.2 Page Titled** (Level A)<br>Also applies to:<br>Revised Section 508<br>  • 501 (Web)(Software)<br>  • 602.3 (Support Docs) | Partially Supports | Some application pages use descriptive titles.<br><br>Some application pages (e.g., one user, one computer group) do not have a title that accurately describes the page. |
| **2.4.3 Focus Order** (Level A)<br>Also applies to:<br>Revised Section 508<br>  • 501 (Web)(Software)<br>  • 602.3 (Support Docs) | Partially Supports | In some areas, the application can be navigated in an order that preserves meaning and operability.<br><br>When some dialogs open, focus remains in the parent page. When some dialogs close, focus does not return to the calling control. In some areas, the focus order does not follow the reading order. |
| **2.4.4 Link Purpose (In Context)** (Level A)<br>Also applies to:<br>Revised Section 508<br>  • 501 (Web)(Software)<br>  • 602.3 (Support Docs) | Supports | The purpose of links can be determined from the label together with context. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.5.1 Pointer Gestures** (Level A 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Not Applicable | Multipoint or path-based gestures are not used. |
| **2.5.2 Pointer Cancellation** (Level A 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Supports | Pointer functionality is not triggered via down-events. |
| **2.5.3 Label in Name** (Level A 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Partially Supports | Some user interface components with programmatic labels contain the text that is presented visually. Some user interface components with programmatic labels do not contain the text that is presented visually.<br><br>Some user interface components have visible labels, but are not programmatically labeled. |
| **2.5.4 Motion Actuation** (Level A 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Not Applicable | Application does not contain device or user motion functionality. |
| **3.1.1 Language of Page** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 602.3 (Support Docs) | Does Not Support | The default human language cannot be programmatically determined. |
| **3.2.1 On Focus** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 602.3 (Support Docs) | Partially Supports | In some areas, putting focus on components does not initiate a change of context.<br><br>In some areas (e.g., Configuration pages), putting focus on components initiates a change of context. |
| **3.2.2 On Input** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 602.3 (Support Docs) | Supports | Changing the setting of user interface components does not automatically cause a change of context. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.3.1 Error Identification** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 602.3 (Support Docs) | Supports | Error messages are generated if required form fields are not filled out. |
| **3.3.2 Labels or Instructions** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 602.3 (Support Docs) | Partially Supports | In some areas, labels and instructions are provided for input fields.<br><br>In some areas, labels and instructions are not provided for input fields (e.g., combo boxes). |
| **4.1.1 Parsing** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 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)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 602.3 (Support Docs) | Partially Supports | The application provides name, role, state, and value information to assistive technology for some components.<br><br>Some components (e.g., accordion controls, buttons, checkboxes, combo boxes, links, menu buttons, spin boxes, radio buttons, text boxes, toggle switches) do not provide name, role, state, and value information to assistive technology. |

## Table 2: Success Criteria, Level AA

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.4 Captions (Live)** (Level AA)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 602.3 (Support Docs) | Not Applicable | No live presentations hosted. |
| **1.2.5 Audio Description (Prerecorded)** (Level AA)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 602.3 (Support Docs) | Not Applicable | No time-based media is present. |
| **1.3.4 Orientation** (Level AA 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Supports | Application does not restrict content to a single orientation. |
| **1.3.5 Identify Input Purpose** (Level AA 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Not Applicable | The application does not collect personal information about the user. |
| **1.4.3 Contrast (Minimum)** (Level AA)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 602.3 (Support Docs) | Partially Supports | Some areas of the application meet the required contrast ratios. Some areas do not meet the required 4.5:1 contrast ratio. |
| **1.4.4 Resize text** (Level AA)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 602.3 (Support Docs) | Partially Supports | In some areas, text can be resized without loss of content or functionality.<br><br>In some areas and at varying degrees of magnification, there is loss of content and functionality. |
| **1.4.5 Images of Text** (Level AA)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 602.3 (Support Docs) | Does Not Support | Images of text are used in the charts in the Analytics section of the application. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.10 Reflow** (Level AA 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Partially Supports | Pages reflow for some zoom and screen sizes. Pages do not reflow after reaching some zoom levels or screen sizes. |
| **1.4.11 Non-text Contrast** (Level AA 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Partially Supports | Some text boxes, toggle switches, focus indicators, and selection indicators do not meet the minimum 3:1 contrast ratio. |
| **1.4.12 Text Spacing** (Level AA 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Partially Supports | In some areas, no loss of content occurs by setting style properties to meet the text spacing requirement.<br><br>In the Analytics section of the application, some loss of content occurs in the table headers after setting style properties to meet the text spacing requirement. |
| **1.4.13 Content on Hover or Focus** (Level AA 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Does Not Support | Hover content (i.e., tooltips) does not allow for dismissal or hovering of the popup content. |
| **2.4.5 Multiple Ways** (Level AA)<br>Also applies to:<br>Revised Section 508<br>   • 501 (Web)(Software) – Does not apply to non-web software<br>   • 602.3 (Support Docs) – Does not apply to non-web docs | Supports | There are multiple ways to perform some functions throughout the application. |
| **2.4.6 Headings and Labels** (Level AA)<br>Also applies to:<br>Revised Section 508<br>   • 501 (Web)(Software)<br>   • 602.3 (Support Docs) | Supports | Headings and labels describe topic or purpose. |
| **2.4.7 Focus Visible** (Level AA)<br>Also applies to:<br>Revised Section 508<br>   • 501 (Web)(Software)<br>   • 602.3 (Support Docs) | Partially Supports | Some components have well-defined visual focus.<br><br>Focus is not clearly visible when it lands on some controls (e.g., accordion controls, buttons, checkboxes, combo boxes, menu items, links, list items, radio buttons, tab strips, toggle switches).<br><br>Programmatic focus is not set for some controls. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.1.2 Language of Parts** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 602.3 (Support Docs) | Does Not Support | The default human language cannot be programmatically determined. |
| **3.2.3 Consistent Navigation** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 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)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 602.3 (Support Docs) – Does not apply to non-web docs | Supports | Consistent identification occurs throughout the application. |
| **3.3.3 Error Suggestion** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 602.3 (Support Docs) | Partially Supports | Error messages are generated if required form fields are not filled out.  Some error messages do not specify which characters are considered invalid. |
| **3.3.4 Error Prevention (Legal, Financial, Data)** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 602.3 (Support Docs) | Not Applicable | The application does not cause legal commitments or financial transactions to occur for the user. |
| **4.1.3 Status Messages** (Level AA 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Supports | Dynamic status messages are announced by the screen reader. |

## Table 3: Success Criteria, Level AAA

Notes: Product was not tested to WCAG 2.0 AAA level

# Revised Section 508 Report

## Chapter 3: **Functional Performance Criteria** (FPC)

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.1 Without Vision | Partially Supports | The application is partially keyboard operable.<br><br>Some components (e.g., accordion controls, buttons, checkboxes, combo boxes, links, menu buttons, spin boxes, radio buttons, text boxes, toggle switches) do not provide name, role, state, and value information to assistive technology. |
| 302.2 With Limited Vision | Partially Supports | The application is partially keyboard operable.<br><br>Some components (e.g., accordion controls, buttons, checkboxes, combo boxes, links, menu buttons, spin boxes, radio buttons, text boxes, toggle switches) do not provide name, role, state, and value information to assistive technology.<br><br>The application can be used by users with low visual acuity when combined with screen magnification assistive technology.<br><br>The application does not meet required contrast ratios in some areas. |
| 302.3 Without Perception of Color | Partially Supports | On some pages, color is not used as the sole means of conveying information.<br><br>On some pages, color is used as the sole means of conveying information (e.g., focus indicator, the selected tab in a tab strip). |
| 302.4 Without Hearing | Supports | Hearing is not required. |
| 302.5 With Limited Hearing | Supports | Hearing is not required. |
| 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. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | |

## Chapter 4: Hardware

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

## Chapter 5: Software

Notes: This product is web-based and therefore this section is not applicable to the product.

## 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 section | See information in WCAG section |
| 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 | Supports | The "Beyond Trust Commitment to Digital Accessibility" statement is located here: https://www.beyondtrust.com/blog/entry/beyondtrusts-commitment-to-digital-accessibility |
| 603.3 Accommodation of Communication Needs | Supports | Support services accommodate end users with disabilities. |

# Legal Disclaimer (Company)

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **Privilege Management Console** as of **July 6, 2023** and is only valid for the version and date it was tested.

This document is for informational purposes only, and Accessibility Partners makes no warranties, express or implied, in this document.