BeyondTrust Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version

BeyondTrust Remote Support: Customer Client / 24.1.2

Report Date

May 13, 2024

Product Description

The BeyondTrust Remote Support Customer Client is the software used to obtain support from a support representative. Users can request support online (via the Support Portal) or using the desktop application (BeyondTrust Button); a chat window is used for communication with the representative.

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:

- 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 have alternative text associated with them. In the chat window, the image that appears before each message sent by the representative does not have alternative text associated with it.
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	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)	Supports	The application does not contain synchronized media.

SALES: www.beyondtrust.com/contact   **SUPPORT:** www.beyondtrust.com/support   **DOCUMENTATION:** www.beyondtrust.com/docs

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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)	Supports	The application does not contain pre-recorded audio or video.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	There are HTML headings on the Support Portal; on one page, an HTML heading tag is used on text that does not function as a heading. In the chat window, the identity of the sender of a message is conveyed visually, but not via text. Some form fields (e.g., text boxes, dropdown menus) do not have programmatically determined names.
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.

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)	Partially Supports	Color is not used as the sole means of conveying information on some screens. In the Support Portal, color is the sole means of identifying links that are embedded in a sentence.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 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 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some functions of the application are keyboard operable. In the chat window, the keyboard can be used to send messages; the remaining functionality in the window is not keyboard operable. Moreover, when the user is given control of the representative's desktop, the shared window is not keyboard accessible.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	In the chat window, the **TAB** character is accepted as part of the message, so the user is unable to move focus out of the text box. Pressing **Enter** inside the text box triggers the **Send** button, preserving the user's ability to send messages.

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 default prompt response (allow/deny) and timeout are both configurable by the representative. It is therefore possible to give users a limited amount of time to stop the representative from accessing the remote desktop; this may be a real-time exception, dependent on specific scenarios, such as the user needing immediate assistance.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	In the Support Portal, animation is used in the dialog that asks if the user would like to start a session with a specific representative.
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 or blinking does 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	Not Applicable	The Support Portal does not contain repetitive navigation links, so bypass blocks are not required. The chat window and the Bomgar Button application are non-web software.

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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)	Partially Supports	In the Support Portal, some pages have descriptive titles; however, the title of one page is **Confirm**. In the desktop applications, window titles are descriptive. However, the dialog that appears when the representative requests permission to share a file has no title.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	In some areas, the application can be navigated in an order that preserves meaning and operability. In a child window of the chat window, the focus order does not follow 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	Interactive interface elements (e.g., buttons, links) indicate their purpose.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	In the Support Portal, the default human language cannot be determined.

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	Putting focus on 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)	Partially Supports	Error messages are displayed when form fields are empty or contain invalid data, but some error messages are not specific.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	In some areas, labels are provided for input fields. In some areas, labels are not provided for input fields (e.g., text boxes).

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 Support Portal 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	Some components provide name, role, state, and value information to assistive technology. Some components (e.g., text boxes, dropdown menus) do not provide name, role, state, and value information to assistive technology. When the user is controlling the representative's screen, none of the accessibility information for user interface elements in the representative's screen is available locally.

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 is 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 is present.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 - 501 (Web)(Software) - 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) Also applies to: Revised Section 508 - 501 (Web)(Software) - 602.3 (Support Docs)	Supports	In the Support Portal, text can be resized without loss of content or functionality.

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	The product is an application, so usage of some functionality depends on following steps and processes. There are multiple ways to request a support session.
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	In some areas, focus is well defined when it lands on a control. In the Support Portal, focus is not well defined when it lands on some controls (e.g., buttons, radio buttons).

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	When loaded outside of working hours, the Support Portal informs the user that support is closed. The Spanish translation is displayed for *closed*. The language is not set for this text.
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.

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)	Partially Supports	Error messages are displayed when form fields are empty or contain invalid data, but some error messages are not specific.
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 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. Some components (e.g., text boxes, dropdown menus) do not provide name, role, state, and value information to assistive technology. When the user is controlling the representative's screen, none of the accessibility information for user interface elements in the representative's screen is available locally.
302.2 With Limited Vision	Partially Supports	The application is partially keyboard operable. Some components (e.g., text boxes, dropdown menus) do not provide name, role, state, and value information to assistive technology. The application can be used by users with low visual acuity when combined with screen magnification assistive technology. The application does not meet required contrast ratios in some areas. When screen sharing of the user's desktop is enabled, the font degrades on the desktop.

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Partially Supports	Color is not used as the sole means of conveying information in some areas. In the Support Portal, color is the sole means of identifying links that are embedded in a sentence.
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	

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

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See "WCAG 2.0 Report" on page 2	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	Not Applicable	The application is not an operating system (platform software).
502.2.2 No Disruption of Accessibility Features	Supports	The application does not interfere with operating system accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Some components provide name, role, state, and value information to assistive technology. Some components (e.g., text boxes, dropdown menus) do not provide name, role, state, and value information to assistive technology. When the user is controlling the representative's screen, none of the accessibility information for user interface elements in the representative's screen is available locally.
502.3.2 Modification of Object Information	Supports	The application can be operated by assistive technology. Controls expose state information to assistive technology.
502.3.3 Row, Column, and Headers	Not Applicable	The application does not contain data tables.
502.3.4 Values	Supports	Assistive technology can operate the user interface to determine values.
502.3.5 Modification of Values	Supports	Assistive technology can operate the user interface to set values.

Criteria	Conformance Level	Remarks and Explanations
502.3.6 Label Relationships	Partially Supports	The application provides label information to assistive technology for some components. The application does not provide label information for some components (e.g., text boxes, dropdown menus).
502.3.7 Hierarchical Relationships	Supports	Parent-child relationships can be determined programmatically.
502.3.8 Text	Supports	Assistive technology can operate the user interface to read text.
502.3.9 Modification of Text	Supports	Assistive technology can operate the user interface to modify text.
502.3.10 List of Actions	Supports	Objects provide their roles, and the actions may be programmatically determined.
502.3.11 Actions on Objects	Supports	Objects provide their roles, and the actions may be programmatically determined.
502.3.12 Focus Cursor	Supports	Edit fields are compatible with assistive technology.
502.3.13 Modification of Focus Cursor	Supports	Edit fields are compatible with assistive technology.
502.3.14 Event Notification	Supports	Controls provide change in state information to screen readers.
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	Partially Supports	In some areas, Windows High Contrast settings are supported. In some areas, Windows High Contrast settings are not supported.
503.3 Alternative User Interfaces	Not Applicable	The application does not provide an alternative user interface and is not assistive technology.

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Criteria	Conformance Level	Remarks and Explanations
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 Report" on page 2	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Application is not an Authoring Tool.
504.2.2 PDF Export	Not Applicable	Application is not an Authoring Tool.
504.3 Prompts	Not Applicable	Application is not an Authoring Tool.
504.4 Templates	Not Applicable	Application is not an Authoring Tool.

ℹ️ *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
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

Criteria	Conformance Level	Remarks and Explanations
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.

ℹ️ *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: Customer Client as of May 13, 2024, and for the version, set forth on page 1 above.

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