BeyondTrust Accessibility Conformance Report

(Based on VPAT® Version 2.4Rev)

Name of Product/Version

BeyondTrust Remote Support Representative Console / 24.1.2

Report Date

May 13, 2024

Product Description

The BeyondTrustRepresentative Console is a desktop application that allows the user to view and control a remote device in order to provide customer support; it also has chat functionality for communicating with the remote user.

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 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:

- 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: 2017 Section 508 - 501 (Web)(Software) - 602.3 (Support Docs)	Does Not Support	Images do not have alt text associated with them.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 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: 2017 Section 508 - 501 (Web)(Software) - 602.3 (Support Docs)	Supports	The application does not contain synchronized media.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: 2017 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: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	In some areas, column headers are indicated and associated with the corresponding data cells in data tables. In some areas, column headers are not indicated or associated with the corresponding data cells in data tables. Some form fields (e.g., text boxes, dropdown menus, checkboxes, spin boxes) do not have programmatically determined names.
1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	In some windows, correct reading sequences can be programmatically determined. In some dialogs (e.g., **About**, **Remote Support – Jump**), correct reading sequences cannot be programmatically determined.
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 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: 2017 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 jump client table, color is the only feature used to distinguish between the "active" and "offline" status icons.
1.4.2 Audio Control (Level A) Also applies to: 2017 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: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some functions of the application are keyboard operable. Some functionality (e.g., sorting by column header, drawing annotations) is not keyboard operable. Some controls (e.g., buttons, tooltips, split buttons) are not keyboard operable. When the remote desktop is viewed in full screen mode, the screen sharing toolbar is not keyboard operable. In interface view, standard Windows shortcuts (e.g., **ALT+TAB**, **Windows** key) are intercepted locally.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	Keyboard traps were observed in the application. For example, while viewing the remote desktop in interface view, it is not possible to move focus out of the remote desktop pane with the keyboard. In the **Registry Access** tab, it is not possible to move focus out of the table of values with the keyboard.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Various timeout messages are generated by the application. A Windows notification message appears when the user has been idle beyond the designated time limit; this message, which states that the user has 30 seconds to respond, stays up for only a few seconds.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	A Windows notification message appears when the user has been idle beyond the designated time limit; this message is displayed for about three seconds, so the user does not have sufficient time to read it.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: 2017 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: 2017 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 application is non-web software.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Windows throughout the application contain descriptive titles. However, during a session, if the user detaches the sidebar and the session tab, the resulting windows both have the same title.
2.4.3 Focus Order (Level A) Also applies to: 2017 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 some areas, the focus order does not follow reading order.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some interactive interface elements (e.g., buttons, menu items) indicate their purpose. Some image buttons do not have an accessible name.
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	The default human language can be determined.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: 2017 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: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Changing the setting of user interface components does not automatically cause a change of context on some screens. In the **Screen Sharing** tab, a toggle button is used to set *scaled view*; toggling to this view causes focus to be moved off the control.
3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Error messages are displayed, and corrective actions are suggested.
3.3.2 Labels or Instructions (Level A) Also applies to: 2017 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, dropdown menus).

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Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	The software compiles and runs.
4.1.2 Name, Role, Value (Level A) Also applies to: 2017 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, checkboxes, spin boxes, buttons, tree views, accordion controls, menu buttons) do not provide name, role, state, and value information to assistive technology. In the **Screen Sharing** tab, when the user is controlling a remote device, none of the accessibility information for user interface elements in the remote device is available locally. In the **Command Shell** tab, all commands are also run remotely. The result in both scenarios is that the screen reader is silent.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: 2017 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: 2017 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: 2017 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: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	The application is not a web application.

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Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: 2017 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: 2017 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 perform certain application functions.
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 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: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	In some areas, focus is well defined when it lands on a control. Focus is not well defined when it lands on some controls (e.g., tree views, checkboxes). Programmatic focus is not set for some controls.

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Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	The default human language can be programmatically determined.
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 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: 2017 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: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Error messages are displayed, and corrective actions are suggested.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 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	Does Not Support	The application is partially keyboard operable. Some components (e.g., text boxes, checkboxes, spin boxes, buttons, tree views, accordion controls, menu buttons) do not provide name, role, state, and value information to assistive technology. In the **Screen Sharing** tab, when the user is controlling a remote device, none of the accessibility information for user interface elements in the remote device is available locally.
302.2 With Limited Vision	Partially Supports	The application is partially keyboard operable. Some components (e.g., text boxes, checkboxes, spin boxes, buttons, tree views, accordion controls, menu buttons) 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.
302.3 Without Perception of Color	Partially Supports	Color is not used as the sole means of conveying information in some areas. In the **Jumpoint** table, color is the only feature used to distinguish between the *active* and *offline* status icons.
302.4 Without Hearing	Supports	Does not require user hearing.
302.5 With Limited Hearing	Supports	Does not require user hearing.

Criteria	Conformance Level	Remarks and Explanations
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	

> ℹ️ *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

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

> ℹ️ *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

Criteria	Conformance Level	Remarks and Explanations
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, checkboxes, spin boxes, buttons, tree views, accordion controls, menu buttons) do not provide name, role, state, and value information to assistive technology. In the **Screen Sharing** tab, when the user is controlling a remote device, none of the accessibility information for user interface elements in the remote device is available locally.
502.3.2 Modification of Object Information	Partially Supports	The application can be operated by assistive technology. Some controls do not expose state information to screen readers.
502.3.3 Row, Column, and Headers	Partially Supports	In some areas, column headers are indicated and associated with the corresponding data cells in data tables. In some areas, column headers are not indicated or associated with the corresponding data cells in data tables.
502.3.4 Values	Partially Supports	Assistive technology can operate the user interface to determine values. The value of some slider controls is not made available to assistive technology.
502.3.5 Modification of Values	Partially Supports	Assistive technology can operate the user interface to set values. The value of some slider controls cannot be set with assistive technology.

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, checkboxes, spin boxes).
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	Partially Supports	In some areas, objects provide their roles, and the actions may be programmatically determined. Some objects (e.g., buttons, text boxes) do not provide the correct role.
502.3.11 Actions on Objects	Partially Supports	In some areas, objects provide their roles, and the actions may be programmatically determined. Some objects (e.g., buttons, text boxes) do not provide the correct role.
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	Partially Supports	Some controls provide change in state information to screen readers. Some controls do not provide state information to screen readers.

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Criteria	Conformance Level	Remarks and Explanations
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.
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

Criteria	Conformance Level	Remarks and Explanations
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 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	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 May 13, 2024, and for the version, set forth on page 1 above.

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