BeyondTrust Accessibility Conformance Report

(Based on VPAT® Version 2.4Rev)

Name of Product/Version

Remote Support Web Representative Console / 24.1.2

Report Date

May 13, 2024

Product Description

The BeyondTrust Web Representative Console is a web 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 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:

- 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	No audio-only or video-only media is present.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.

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)	Not Applicable	No time-based media present.
1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Tables cannot be programmatically identified by assistive technology, so column headers are not associated with the corresponding data cells. Heading tags are used on some pages; however, the topmost heading level is not H1. Some user interface controls (e.g., text 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	Correct reading sequences can be programmatically determined. However, when the virtual keyboard is enabled, 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.

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	On some pages, color is not used as the sole means of conveying information. On some pages, color is used as the sole means of conveying information (e.g., the state of a toggle button, focus indicator).
1.4.2 Audio Control (Level A) Also applies to: 2017 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: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some operations can be performed via the keyboard. Some controls (e.g., buttons, column headers, links, clickable table rows) are not in the tab order. Some controls (e.g., accordion controls, menus, the tab strip used to navigate between command shells) are not keyboard operable. When screen sharing is enabled, 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, when screen sharing is enabled, it is not possible to move focus out of the remote desktop pane with the keyboard; two keyboard traps were encountered in the *Support Session Key* dialog.

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. The message that appears when the user has been idle beyond the designated time limit remains visible for 30 seconds; however, if the user acknowledges the message close to the end of the 30 seconds, the logout still occurs.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	Some notification messages (e.g., New session, *You will remain in the session*) do not remain visible long enough for the user to read them.
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 and blinking do 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	Does Not Support	The application does not have a method to skip repetitive navigational links.

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)	Supports	The application consists of only one page, and the page title is unique to the login ID.
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. 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 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	The purpose of links can be determined from the label together with context. On the **Login** page, the purpose of the link under the **Login** button cannot be determined from the label together with context.
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	On the **Login** page, the default human language cannot be programmatically 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	Moving focus to 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** toolbar, when the **Select Quality** menu is closed, focus is reset to the top of the page.
3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Error messages are generated if required form fields are not filled out or if invalid characters are entered.
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 and instructions are provided for input fields. In some areas, labels and instructions 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: 2017 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: 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., accordion controls, buttons, menu buttons, dropdown menus, tab strips, text boxes) do not provide name, role, state, and value information to assistive technology. Some visible elements are hidden from assistive technology; some hidden elements are visible to assistive technology. In the **Screen Sharing** pane, 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** pane, 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)	Supports	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: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	An image of text is used. Since it is part of the logo, it is considered essential.
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	There are multiple ways to perform some functions throughout the application.
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	Some components have well-defined visual focus. Focus is not clearly visible when it lands on some controls (e.g., buttons, list items). Programmatic focus is not set for some controls

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)	Partially Supports	On the **Login** page, the default human language cannot 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 generated if required form fields are not filled out or if invalid characters are entered.
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.*

Revised Section 508 Report

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., accordion controls, buttons, menu buttons, dropdown menus, tab strips, text boxes) do not provide name, role, state, and value information to assistive technology. Some visible elements are hidden from assistive technology; some hidden elements are visible to assistive technology. In the **Screen Sharing** pane, 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., accordion controls, buttons, menu buttons, dropdown menus, tab strips, text boxes) do not provide name, role, state, and value information to assistive technology. Some visible elements are hidden from assistive technology; some hidden elements are visible 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	On some pages, color is not used as the sole means of conveying information. On some pages, color is used as the sole means of conveying information (e.g., the state of a toggle button, focus indicator).
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.

Criteria	Conformance Level	Remarks and Explanations
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

> 📌 **Note:** *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

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

> 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 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.

> 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 Web Representative Console as of May 13, 2024, and for the version, set forth on page 1 above.

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