

Apporto Accessibility Conformance Report

WCAG Edition

(Based on VPAT[®] Version 2.4)

Name of Product/Version: Apporto Version 2022.2

Report Date: September 2022

Product Description: Cloud virtual desktops and applications accessible in a browser. Apporto streams Windows, Mac, and Linux desktops and applications (running in the cloud) to users' browsers so users can work remotely and securely on any device.

Contact Information: heather@apporto.com

Notes:

Evaluation Methods Used: Three automated tools and manual testing of the code was performed by a CPACC professional for this project. This test was based on WCAG 2.1 AA guidelines. Screen readers, the keyboard, color contrast and magnification tools were all used to evaluate the Apporto product.

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 2.1	Level A (<u>Yes</u> / No) Level AA (<u>Yes</u> / 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 2.0 Report

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Within the Analytics Modal, the graph is missing descriptive text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	
1.3.1 Info and Relationships (Level A)	Partially Supports	The entire application contain incorrect landmark nesting and duplicate landmarks are found.
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Supports	
2.1.1 Keyboard (Level A)	Partially Supports	The Analytics button is not accessible by keyboard.
2.1.2 No Keyboard Trap (Level A)	Partially Supports	The chat window is not accessible by keyboard once it is launched
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	
2.2.1 Timing Adjustable (Level A)	Not Applicable	
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.5.1 Pointer Gestures (Level A 2.1 only)	Not Applicable	
2.5.2 Pointer Cancellation (Level A 2.1 only)	Not Applicable	
2.5.3 Label in Name (Level A 2.1 only)	Not Applicable	
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.3.1 Error Identification (Level A)	Partially Supports	On the log in screen and profile page the error notifications do not alert screen readers
3.3.2 Labels or Instructions (Level A)	Partially Supports	The required labels for all the forms within the application is absent.
4.1.1 Parsing (Level A)	Partially Supports	Within the application there are several instances of duplicate ID's
4.1.2 Name, Role, Value (Level A)	Partially Supports	Within the application there are several instances' roles and labels that are used incorrectly.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	
1.3.4 Orientation (Level AA 2.1 only)	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Within the application streaming modals there is instances of light gray font that have low contrast.
1.4.4 Resize text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Supports	
1.4.10 Reflow (Level AA 2.1 only)	Supports	
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	Within the Analytics Modal there are 2 graph points that do not pass.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	
2.4.5 Multiple Ways (Level AA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Partially Supports	Throughout the application there were several instances where the headings were out of sequence or omitted
2.4.7 Focus Visible (Level AA)	Supports	
3.1.2 Language of Parts (Level AA)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	The search results do not announce on load within screen reader