



# Apporto Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version:** Apporto version 2023.1

**Report Date:** June 2023

**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.

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### 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
<a href="#">Web Content Accessibility Guidelines 2.1</a>	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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	Within the application there are instances where headings are out of sequence and descriptions are not associated with forms
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	All tool tips on the app page can not be accessed by keyboard or screen reader
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Partially Supports	The chat window is not accessible by keyboard once it is launched
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Supports	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not Applicable	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not Applicable	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Not Applicable	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Not Applicable	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Not Applicable	
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Partially Supports	The required labels for all the forms within the application is absent.
<a href="#">4.1.1 Parsing</a> (Level A)	Partially Supports	Within the application there are several instances of duplicate ID's
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	Within the application there are several instances' roles and labels that are used incorrectly resulting in navigation issues

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Partially Supports	Within the chat view, the submit button is not labeled
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Supports	
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Partially Supports	The search field has low contrast
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Partially Supports	Throughout the application there were several instances where the headings are not marked

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially Supports	Within the welcome modal the buttons lack visible focus
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not Applicable	
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Partially Supports	The search results do not announce on load within screen reader

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