

Web Client Accessibility Conformance Report

Based on VPAT® 2.5 WCAG 2.2 and Revised Section 508 Edition

Report information

Product	Web Client (version 12)
Product description	The browser-based interface for the Laserfiche document management system, used to store, organize, search, and access documents in a central repository from any web browser.
Report date	2025-03-03
Last modified	2026-07-10
Report version	2
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Notes

This Accessibility Conformance Report presents the results of Laserfiche's accessibility evaluation of Web Client. Conformance was evaluated against WCAG 2.1 (Level A and AA). Success criteria outside the evaluated scope — including later WCAG 2.2 additions and all Level AAA criteria that were not tested — are listed as "Not Evaluated" rather than assigned an untested rating.

Evaluation methods used

General product knowledge combined with manual testing and testing with assistive technologies such as screen readers to confirm accessible behavior.

Applicable standards and guidelines

This report covers the degree of conformance for the following accessibility standards and guidelines:

- Web Content Accessibility Guidelines 2.2 — <https://www.w3.org/TR/WCAG22/>

- Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018
— <https://www.access-board.gov/ict/>

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 only be used in WCAG Level AAA criteria.

Table 1: Success Criteria, Level A

Criteria	Conformance level	Remarks and explanations
1.1.1: Non-text Content	Web: Partially Supports	Web: Titles of documents, audio, and video are readable by assistive technology, but because repository content is user-generated, captions on video and audio are only present when supplied by the user. Some non-text controls lack names describing their purpose, including the expand/collapse buttons for the side pane on the options, folder browser, and administration pages, the change-column-display and change-view buttons, and the increase/decrease value buttons on the options page.
1.2.1: Audio-only and Video-only (Prerecorded)	Web: Not Applicable	Web: Multimedia in repositories is user-generated; the availability of transcripts depends on the customer creating them.

Criteria	Conformance level	Remarks and explanations
1.2.2: Captions (Prerecorded)	Web: Not Applicable	Web: Multimedia in repositories is user-generated; the availability of captions depends on the customer creating them.
1.2.3: Audio Description or Media Alternative (Prerecorded)	Web: Not Applicable	Web: Multimedia in repositories is user-generated; the availability of audio descriptions depends on the customer creating them.
1.3.1: Info and Relationships	Web: Partially Supports	Web: Some table columns cannot be programmatically determined (for example the table on the folder browser page) and some rows cannot be read by a screen reader (the users, fields, and templates tables on the administration page). Folder-tree relationships on the folder browser page are hard to determine with assistive technology, which cannot tell which level the user is on. Some headers are not marked up as headers.
1.3.2: Meaningful Sequence	Web: Partially Supports	Web: In some cases the DOM order does not match the visual order, such as in the 'more actions' dropdown on the folder browser page; expanding multiple sections at once with the keyboard can cause the visual and DOM order to differ because the expanded sections overlap.
1.3.3: Sensory Characteristics	Web: Partially Supports	Web: Some content relies on graphical symbols alone to convey how to operate it; for example, expanding and collapsing sections on the folder browser and options pages is indicated only by a sideways triangle.
1.4.1: Use of Color	Web: Supports	Web: No remarks.
1.4.2: Audio Control	Web: Not Applicable	Web: No remarks.
2.1.1: Keyboard	Web: Partially Supports	Web: Some content is not keyboard operable; for example the toolbar table on the options page can only be reordered by mouse drag-and-drop, and some selection-menu items (the saved searches menu and the token pickers for fields in legacy view) are not keyboard operable.

Criteria	Conformance level	Remarks and explanations
2.1.2: No Keyboard Trap	Web: Supports	Web: When viewing a document through the Office Online integration, the Accessibility Mode button may act as a keyboard trap in certain versions of Office Online.
2.1.4: Character Key Shortcuts	Web: Supports	Web: No remarks.
2.2.1: Timing Adjustable	Web: Not Applicable	Web: No remarks.
2.2.2: Pause, Stop, Hide	Web: Supports	Web: Notification banners can be dismissed with the 'x' button. The loading spinner animation is considered essential because it indicates the function is not frozen.
2.3.1: Three Flashes or Below Threshold	Web: Supports	Web: The software does not contain anything that flashes more than three times in any one-second period.
2.4.1: Bypass Blocks	Web: Partially Supports	Web: Some repeated content cannot be bypassed; for example the auditing-options table and the integrations-tab table on the administration page have no way to skip their rows. Main landmark tags are absent from the folder browser page and there is no skip-to-main-content link, and in the modern template designer the user cannot skip past all the fields.
2.4.2: Page Titled	Web: Partially Supports	Web: Some pages lack a title that describes their topic or purpose; for example folder browser page titles simply repeat the name of the folder or entry being viewed.
2.4.3: Focus Order	Web: Supports	Web: No remarks.
2.4.4: Link Purpose (In Context)	Web: Partially Supports	Web: Some links in the folder tree pane on the folder browser page (such as the 'starred' link) cannot be identified by assistive technology, which reads them as 'property page' rather than conveying their destination or purpose.

Criteria	Conformance level	Remarks and explanations
2.5.1: Pointer Gestures	Web: Not Applicable	Web: No remarks.
2.5.2: Pointer Cancellation	Web: Partially Supports	Web: Some elements are activated on the pointer-down event, such as the drop-down menus on the search filters and options pages.
2.5.3: Label in Name	Web: Partially Supports	Web: For some user interface components assistive technology does not read the visible label; for example the links in the folder tree pane and certain input fields in the search filters pane do not expose their label to assistive technology.
2.5.4: Motion Actuation	Web: Not Applicable	Web: There are no motion-based actions in the web client.
3.1.1: Language of Page	Web: Supports	Web: No remarks.
3.2.1: On Focus	Web: Supports	Web: No remarks.
3.2.2: On Input	Web: Partially Supports	Web: Some elements lose focus during interaction; for example after pressing the 'return' button the 'show annotations' control on the file viewer page loses focus.
3.2.6: Consistent Help	Web: Not Evaluated	Web: No remarks.
3.3.1: Error Identification	Web: Supports	Web: No remarks.
3.3.2: Labels or Instructions	Web: Partially Supports	Web: Clicking the breadcrumb on the folder browser page activates a field that has no visible label.
3.3.7: Redundant Entry	Web: Not Evaluated	Web: No remarks.
4.1.1: Parsing	Web: Partially Supports	Web: Some elements are not nested according to their specifications (for example a div that is a child of an unordered list), and some elements contain duplicate ids.

Criteria	Conformance level	Remarks and explanations
4.1.2: Name, Role, Value	Web: Partially Supports	Web: Some elements have names or roles that do not sufficiently identify their purpose; for example the expand/collapse section button on the folder browser and options pages is announced as 'section focused'. Some values are not conveyed, such as whether the side pane on the options page is expanded or collapsed.

Table 2: Success Criteria, Level AA

Criteria	Conformance level	Remarks and explanations
1.2.4: Captions (Live)	Web: Not Applicable	Web: No live audio content is provided by the application.
1.2.5: Audio Description (Prerecorded)	Web: Not Applicable	Web: Prerecorded video content is not provided by the application.
1.3.4: Orientation	Web: Supports	Web: No remarks.
1.3.5: Identify Input Purpose	Web: Supports	Web: No remarks.
1.4.3: Contrast (Minimum)	Web: Partially Supports	Web: Some buttons, text, placeholder text, hover text, or links have contrast ratios below 4.5:1.
1.4.4: Resize text	Web: Supports	Web: No remarks.
1.4.5: Images of Text	Web: Partially Supports	Web: The web client displays text documents as images. Text can be generated from these images and is accessible to screen readers and keyboard users.
1.4.10: Reflow	Web: Partially Supports	Web: At 400% zoom some context menus or side-panel content are off screen with no scroll bar and can only be reached by keyboard scrolling.
1.4.11: Non-text Contrast	Web: Supports	Web: No remarks.
1.4.12: Text Spacing	Web: Supports	Web: No remarks.

Criteria	Conformance level	Remarks and explanations
1.4.13: Content on Hover or Focus	Web: Partially Supports	Web: Some tooltips are not hoverable and cannot be dismissed without moving the pointer.
2.4.5: Multiple Ways	Web: Supports	Web: No remarks.
2.4.6: Headings and Labels	Web: Partially Supports	Web: The toggle-panes button lacks a label describing its purpose, and in the modern template render labels are not correctly associated with their fields.
2.4.7: Focus Visible	Web: Partially Supports	Web: The focus indicator is not clearly visible or is missing in parts of the left pane, details pane, toolbar, and business process; in the modern template designer there is no focus style on the help icon.
2.4.11: Focus Not Obscured (Minimum)	Web: Not Evaluated	Web: No remarks.
2.5.7: Dragging Movements	Web: Not Evaluated	Web: No remarks.
2.5.8: Target Size (Minimum)	Web: Not Evaluated	Web: No remarks.
3.1.2: Language of Parts	Web: Partially Supports	Web: User agents can display content in multiple languages; the display language can be set as a user setting or at the browser level.
3.2.3: Consistent Navigation	Web: Supports	Web: No remarks.
3.2.4: Consistent Identification	Web: Supports	Web: No remarks.
3.3.3: Error Suggestion	Web: Supports	Web: No remarks.
3.3.4: Error Prevention (Legal, Financial, Data)	Web: Supports	Web: No remarks.
3.3.8: Accessible Authentication (Minimum)	Web: Not Evaluated	Web: No remarks.

Criteria	Conformance level	Remarks and explanations
4.1.3: Status Messages	Web: Partially Supports	Web: Some status messages are not programmatically determined, for example the error or success message in the modern template designer.

Table 3: Success Criteria, Level AAA

Criteria	Conformance level	Remarks and explanations
1.2.6: Sign Language (Prerecorded)	Web: Not Evaluated	Web: No remarks.
1.2.7: Extended Audio Description (Prerecorded)	Web: Not Evaluated	Web: No remarks.
1.2.8: Media Alternative (Prerecorded)	Web: Not Evaluated	Web: No remarks.
1.2.9: Audio-only (Live)	Web: Not Evaluated	Web: No remarks.
1.3.6: Identify Purpose	Web: Not Evaluated	Web: No remarks.
1.4.6: Contrast (Enhanced)	Web: Not Evaluated	Web: No remarks.
1.4.7: Low or No Background Audio	Web: Not Evaluated	Web: No remarks.
1.4.8: Visual Presentation	Web: Not Evaluated	Web: No remarks.
1.4.9: Images of Text (No Exception)	Web: Not Evaluated	Web: No remarks.
2.1.3: Keyboard (No Exception)	Web: Not Evaluated	Web: No remarks.
2.2.3: No Timing	Web: Not Evaluated	Web: No remarks.
2.2.4: Interruptions	Web: Not Evaluated	Web: No remarks.
2.2.5: Re-authenticating	Web: Not Evaluated	Web: No remarks.
2.2.6: Timeouts	Web: Not Evaluated	Web: No remarks.

Criteria	Conformance level	Remarks and explanations
2.3.2: Three Flashes	Web: Not Evaluated	Web: No remarks.
2.3.3: Animation from Interactions	Web: Not Evaluated	Web: No remarks.
2.4.8: Location	Web: Not Evaluated	Web: No remarks.
2.4.9: Link Purpose (Link Only)	Web: Not Evaluated	Web: No remarks.
2.4.10: Section Headings	Web: Not Evaluated	Web: No remarks.
2.4.12: Focus Not Obscured (Enhanced)	Web: Not Evaluated	Web: No remarks.
2.4.13: Focus Appearance	Web: Not Evaluated	Web: No remarks.
2.5.5: Target Size (Enhanced)	Web: Not Evaluated	Web: No remarks.
2.5.6: Concurrent Input Mechanisms	Web: Not Evaluated	Web: No remarks.
3.1.3: Unusual Words	Web: Not Evaluated	Web: No remarks.
3.1.4: Abbreviations	Web: Not Evaluated	Web: No remarks.
3.1.5: Reading Level	Web: Not Evaluated	Web: No remarks.
3.1.6: Pronunciation	Web: Not Evaluated	Web: No remarks.
3.2.5: Change on Request	Web: Not Evaluated	Web: No remarks.
3.3.5: Help	Web: Not Evaluated	Web: No remarks.
3.3.6: Error Prevention (All)	Web: Not Evaluated	Web: No remarks.
3.3.9: Accessible Authentication (Enhanced)	Web: Not Evaluated	Web: No remarks.

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance level	Remarks and explanations
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Criteria	Conformance level	Remarks and explanations
<u>302.1: Without Vision</u>	Partially Supports	Users can store, retrieve, and review documents using a screen reader, but some elements may not work as intended when navigating solely by keyboard.
<u>302.2: With Limited Vision</u>	Partially Supports	Users can store, retrieve, and review documents using a screen reader, but some elements may not work as intended when navigating solely by keyboard.
<u>302.3: Without Perception of Color</u>	Partially Supports	Some color contrast ratios are below the 4.5:1 threshold, though they are generally close to 4.5:1.
<u>302.4: Without Hearing</u>	Supports	Navigating the web client can be performed as intended without hearing.
<u>302.5: With Limited Hearing</u>	Supports	Navigating the web client can be performed as intended without hearing.
<u>302.6: Without Speech</u>	Supports	Navigating the web client can be performed as intended without speech.
<u>302.7: With Limited Manipulation</u>	Partially Supports	Not all functionality can be operated with a keyboard interface.
<u>302.8: With Limited Reach and Strength</u>	Supports	No remarks.
<u>302.9: With Limited Language, Cognitive, and Learning Abilities</u>	Supports	No remarks.

Chapter 4: Hardware

Web Client is a software product; Section 508 hardware criteria are not applicable.

This chapter is not included in this report.

Chapter 5: Software

Criteria	Conformance level	Remarks and explanations
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Criteria	Conformance level	Remarks and explanations
502.2.1: User Control of Accessibility Features	Supports	The application does not disrupt assistive technology.
502.2.2: No Disruption of Accessibility Features	Supports	The application does not disrupt assistive technology.
502.3.1: Object Information	Supports	No remarks.
502.3.2: Modification of Object Information	Supports	No remarks.
502.3.3: Row, Column, and Headers	Partially Supports	See 1.3.1 Info and Relationships.
502.3.4: Values	Supports	No remarks.
502.3.5: Modification of Values	Supports	No remarks.
502.3.6: Label Relationships	Partially Supports	See 2.5.3 Label in Name.
502.3.7: Hierarchical Relationships	Partially Supports	See 1.3.1 Info and Relationships.
502.3.8: Text	Supports	No remarks.
502.3.9: Modification of Text	Supports	No remarks.
502.3.10: List of Actions	Supports	No remarks.
502.3.11: Actions on Objects	Partially Supports	See 2.1.1 Keyboard.
502.3.12: Focus Cursor	Partially Supports	See 2.4.3 Focus Order.
502.3.13: Modification of Focus Cursor	Supports	No remarks.
502.3.14: Event Notification	Supports	No remarks.
502.4: Platform Accessibility Features	Supports	No remarks.

Criteria	Conformance level	Remarks and explanations
503.2: User Preferences	Does Not Support	The application does not support user preferences from platform settings (such as color, contrast, font type, font size, and focus cursor).
503.3: Alternative User Interfaces	Not Applicable	No remarks.
503.4.1: Caption Controls	Not Applicable	No remarks.
503.4.2: Audio Description Controls	Not Applicable	No remarks.
504.2: Content Creation or Editing	Not Evaluated	No remarks.
504.2.1: Preservation of Information Provided for Accessibility in Format Conversion	Supports	No remarks.
504.2.2: PDF Export	Supports	No remarks.
504.3: Prompts	Supports	No remarks.
504.4: Templates	Supports	No remarks.

Chapter 6: Support Documentation and Services

Criteria	Conformance level	Remarks and explanations
602.2: Accessibility and Compatibility Features	Supports	No remarks.
602.3: Electronic Support Documentation	Not Evaluated	No remarks.
602.4: Alternate Formats for Non-Electronic Support Documentation	Supports	No remarks.
603.2: Information on Accessibility and Compatibility Features	Supports	No remarks.

Criteria	Conformance level	Remarks and explanations
603.3: Accommodation of Communication Needs	Supports	No remarks.

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