



Account Administration Accessibility Conformance Report

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

Report information

Product	Account Administration
Product description	Laserfiche Cloud Account Administration is an administration portal for Laserfiche Cloud. From here, administrators can use Laserfiche Cloud user provisioning and subscription plan tools, configure user accounts, and identify available support avenues. Solution Providers also use it to manage their Demo, Trial, and End User customer accounts.
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Notes

This Accessibility Conformance Report presents the results of Laserfiche's accessibility evaluation of Account Administration. 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. Conformance to accessibility standards was evaluated by external suppliers under the DHS Trusted Tester Program. The technical criteria for Closed Functionality Software are all Not Applicable because the product is not used in closed software systems.

Evaluation methods used

General product knowledge combined with manual testing, screen-reader testing with NVDA, and web accessibility evaluation using the WAVE and SiteImprove browser extensions.

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: Does Not Support	Web: The login page provides no text alternatives and other pages only partially do; a thorough review of the text alternatives is needed.
1.2.1: Audio-only and Video-only (Prerecorded)	Web: Not Applicable	Web: No audio or video elements.
1.2.2: Captions (Prerecorded)	Web: Not Applicable	Web: No audio or video elements.

Criteria	Conformance level	Remarks and explanations
1.2.3: Audio Description or Media Alternative (Prerecorded)	Web: Not Applicable	Web: No audio or video elements.
1.3.1: Info and Relationships	Web: Does Not Support	Web: Information and relationships are not conveyed programmatically on most pages; only one page partially supports this.
1.3.2: Meaningful Sequence	Web: Does Not Support	Web: Meaningful sequence is not preserved on one page and only partially on two others.
1.3.3: Sensory Characteristics	Web: Supports	Web: No remarks.
1.4.1: Use of Color	Web: Supports	Web: No remarks.
1.4.2: Audio Control	Web: Not Applicable	Web: No audio or video elements.
2.1.1: Keyboard	Web: Partially Supports	Web: Some pages do not allow the keyboard to focus on all page elements, especially each row in side tables.
2.1.2: No Keyboard Trap	Web: Does Not Support	Web: One page contains a keyboard trap and three pages only partially support keyboard operation.
2.1.4: Character Key Shortcuts	Web: Not Applicable	Web: No remarks.
2.2.1: Timing Adjustable	Web: Not Applicable	Web: No remarks.
2.2.2: Pause, Stop, Hide	Web: Does Not Support	Web: Critical error messages meet this criterion, but success and warning messages cannot be delayed or stopped before they scroll off screen.
2.3.1: Three Flashes or Below Threshold	Web: Not Applicable	Web: No remarks.
2.4.1: Bypass Blocks	Web: Supports	Web: No remarks.
2.4.2: Page Titled	Web: Supports	Web: No remarks.

Criteria	Conformance level	Remarks and explanations
2.4.3: Focus Order	Web: Does Not Support	Web: Focus order is incorrect on one page and only partially correct on two others.
2.4.4: Link Purpose (In Context)	Web: Does Not Support	Web: The account activation page footer contains a couple of links without a text alternative; link purpose varies across pages.
2.5.1: Pointer Gestures	Web: Not Applicable	Web: No remarks.
2.5.2: Pointer Cancellation	Web: Supports	Web: No remarks.
2.5.3: Label in Name	Web: Does Not Support	Web: Visible text labels are not consistently part of the accessible name of controls.
2.5.4: Motion Actuation	Web: Not Applicable	Web: No remarks.
3.1.1: Language of Page	Web: Does Not Support	Web: The language of the page is not programmatically identified.
3.2.1: On Focus	Web: Supports	Web: No remarks.
3.2.2: On Input	Web: Supports	Web: No remarks.
3.2.6: Consistent Help	Web: Not Evaluated	Web: No remarks.
3.3.1: Error Identification	Web: Does Not Support	Web: Errors are not identified in text on one page.
3.3.2: Labels or Instructions	Web: Partially Supports	Web: Labels or instructions are missing or incomplete on three pages.
3.3.7: Redundant Entry	Web: Not Evaluated	Web: No remarks.
4.1.1: Parsing	Web: Partially Supports	Web: Several pages contain markup parsing errors.

Criteria	Conformance level	Remarks and explanations
4.1.2: Name, Role, Value	Web: Does Not Support	Web: Name, role, and value are not correctly exposed for all interface components.

Table 2: Success Criteria, Level AA

Criteria	Conformance level	Remarks and explanations
1.2.4: Captions (Live)	Web: Not Applicable	Web: No audio or video elements.
1.2.5: Audio Description (Prerecorded)	Web: Not Applicable	Web: No audio or video elements.
1.3.4: Orientation	Web: Does Not Support	Web: Orientation is not supported on two pages and only partially on another.
1.3.5: Identify Input Purpose	Web: Does Not Support	Web: Some input fields use a valid autocomplete term, but several pages do not identify input purpose; when multiple terms are used they must be listed in the correct order.
1.4.3: Contrast (Minimum)	Web: Partially Supports	Web: The green header has low contrast against its text, and the green page elements have low contrast against the background.
1.4.4: Resize text	Web: Supports	Web: No remarks.
1.4.5: Images of Text	Web: Supports	Web: No remarks.
1.4.10: Reflow	Web: Does Not Support	Web: Content does not reflow correctly on two pages and only partially on another.
1.4.11: Non-text Contrast	Web: Partially Supports	Web: Non-text contrast is insufficient on two pages.
1.4.12: Text Spacing	Web: Supports	Web: No remarks.
1.4.13: Content on Hover or Focus	Web: Supports	Web: Not applicable on most pages; supported on the one page where hover or focus content appears.

Criteria	Conformance level	Remarks and explanations
2.4.5: Multiple Ways	Web: Supports	Web: No remarks.
2.4.6: Headings and Labels	Web: Partially Supports	Web: Headings and labels are incomplete on two pages.
2.4.7: Focus Visible	Web: Partially Supports	Web: The focus indicator is not fully visible on two pages.
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: Not Applicable	Web: No remarks.
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: Partially Supports	Web: Error suggestions are missing or incomplete on three pages.
3.3.4: Error Prevention (Legal, Financial, Data)	Web: Supports	Web: Not applicable on most pages; supported where legal, financial, or data submissions occur.
3.3.8: Accessible Authentication (Minimum)	Web: Not Evaluated	Web: No remarks.
4.1.3: Status Messages	Web: Does Not Support	Web: Status messages are not programmatically exposed to assistive technology.

Table 3: Success Criteria, Level AAA

Criteria	Conformance level	Remarks and explanations
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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.
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.

Criteria	Conformance level	Remarks and explanations
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
302.1: Without Vision	Does Not Support	Without vision: rated does not support; the source gave no specific remark.
302.2: With Limited Vision	Does Not Support	With limited vision: rated does not support; the source gave no specific remark.
302.3: Without Perception of Color	Partially Supports	Without perception of color: rated partially supports; the source gave no specific remark.
302.4: Without Hearing	Not Applicable	No audio or video elements.

Criteria	Conformance level	Remarks and explanations
302.5: With Limited Hearing	Not Applicable	No audio or video elements.
302.6: Without Speech	Not Applicable	No speech is used for inputs or controls.
302.7: With Limited Manipulation	Partially Supports	With limited manipulation: rated partially supports; the source gave no specific remark.
302.8: With Limited Reach and Strength	Supports	No remarks.
302.9: With Limited Language, Cognitive, and Learning Abilities	Does Not Support	With limited language, cognitive, and learning abilities: rated does not support; the source gave no specific remark.

Chapter 4: Hardware

Account Administration 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
502.2.1: User Control of Accessibility Features	Not Applicable	This product is not platform software.
502.2.2: No Disruption of Accessibility Features	Supports	No remarks.
502.3.1: Object Information	Not Applicable	This product is not platform software.
502.3.2: Modification of Object Information	Not Applicable	This product is not platform software.
502.3.3: Row, Column, and Headers	Not Applicable	This product is not platform software.
502.3.4: Values	Not Applicable	This product is not platform software.
502.3.5: Modification of Values	Not Applicable	This product is not platform software.
502.3.6: Label Relationships	Not Applicable	This product is not platform software.

Criteria	Conformance level	Remarks and explanations
502.3.7: Hierarchical Relationships	Not Applicable	This product is not platform software.
502.3.8: Text	Not Applicable	This product is not platform software.
502.3.9: Modification of Text	Not Applicable	This product is not platform software.
502.3.10: List of Actions	Not Applicable	This product is not platform software.
502.3.11: Actions on Objects	Not Applicable	This product is not platform software.
502.3.12: Focus Cursor	Not Applicable	This product is not platform software.
502.3.13: Modification of Focus Cursor	Not Applicable	This product is not platform software.
502.3.14: Event Notification	Not Applicable	This product is not platform software.
502.4: Platform Accessibility Features	Not Applicable	This product is not platform software.
503.2: User Preferences	Supports	No remarks.
503.3: Alternative User Interfaces	Not Applicable	No alternate user interface is used as assistive technology for this product.
503.4.1: Caption Controls	Not Applicable	No audio or video elements.
503.4.2: Audio Description Controls	Not Applicable	No audio or video elements.
504.2: Content Creation or Editing	Not Evaluated	No remarks.
504.2.1: Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	This product is not an authoring tool.
504.2.2: PDF Export	Not Applicable	This product is not an authoring tool.
504.3: Prompts	Not Applicable	This product is not an authoring tool.
504.4: Templates	Not Applicable	This product is not an authoring tool.

Chapter 6: Support Documentation and Services

Criteria	Conformance level	Remarks and explanations
602.2: Accessibility and Compatibility Features	Does Not Support	The documentation does not detail accessibility and compatibility features.
602.3: Electronic Support Documentation	Not Evaluated	No remarks.
602.4: Alternate Formats for Non-Electronic Support Documentation	Does Not Support	Alternate formats for non-electronic support documentation are not provided.
603.2: Information on Accessibility and Compatibility Features	Does Not Support	The documentation does not detail accessibility and compatibility features.
603.3: Accommodation of Communication Needs	Supports	Laserfiche can be contacted via phone, email, and web forms.

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