

Business Process Designer Accessibility Conformance Report

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

Report information

Product	Business Process Designer
Product description	The Laserfiche Forms designer for building business processes that route submitted forms to the relevant people for review and approval, automate emails, and save submissions to the repository for archival.
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Notes

This Accessibility Conformance Report presents the results of Laserfiche's accessibility evaluation of Business Process Designer. 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.

Evaluation methods used

Manual testing together with screen-reader testing (NVDA), code review, and automated checks using Accessibility Insights for Windows and the WCAG Color Checker Chrome extension.

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: Icons are coded as decorative and not meaningful.
1.2.1: Audio-only and Video-only (Prerecorded)	Web: Not Applicable	Web: No audio or video.
1.2.2: Captions (Prerecorded)	Web: Not Applicable	Web: No audio or video.

Criteria	Conformance level	Remarks and explanations
1.2.3: Audio Description or Media Alternative (Prerecorded)	Web: Not Applicable	Web: No audio or video.
1.3.1: Info and Relationships	Web: Partially Supports	Web: Many buttons have no descriptive accessible name and checkboxes cannot be programmatically determined. Certain listing tables are also missing ARIA roles.
1.3.2: Meaningful Sequence	Web: Supports	Web: No remarks.
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.
2.1.1: Keyboard	Web: Partially Supports	Web: Cannot navigate to any diagram items in the left pane from the keyboard, and cannot navigate to the item details pane from the keyboard. Some elements on the Monitoring page are not accessible and/or operable with the keyboard.
2.1.2: No Keyboard Trap	Web: Supports	Web: No remarks.
2.1.4: Character Key Shortcuts	Web: Not Applicable	Web: No remarks.
2.2.1: Timing Adjustable	Web: Partially Supports	Web: Cannot pause or extend the length of time for the success messages that appear on the Process Diagram. The success message on the Monitoring page shows for 4 seconds and is not configurable.
2.2.2: Pause, Stop, Hide	Web: Not Applicable	Web: No remarks.
2.3.1: Three Flashes or Below Threshold	Web: Not Applicable	Web: No remarks.

Criteria	Conformance level	Remarks and explanations
2.4.1: Bypass Blocks	Web: Not Applicable	Web: No remarks.
2.4.2: Page Titled	Web: Supports	Web: No remarks.
2.4.3: Focus Order	Web: Partially Supports	Web: Tab continues down the list of new process options instead of switching to the upload area, and closing a modal does not restore focus to the triggering link.
2.4.4: Link Purpose (In Context)	Web: Supports	Web: No remarks.
2.5.1: Pointer Gestures	Web: Does Not Support	Web: Drag and drops are required to build a process.
2.5.2: Pointer Cancellation	Web: Partially Supports	Web: Mouse-down on a process step automatically selects it for drag and drop.
2.5.3: Label in Name	Web: Supports	Web: No remarks.
2.5.4: Motion Actuation	Web: Not Applicable	Web: No remarks.
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: Selecting "send email notification" in process properties causes a pop-up unexpectedly, and search automatically starts on input rather than after entering or clicking the search button.
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: Supports	Web: No remarks.
3.3.7: Redundant Entry	Web: Not Evaluated	Web: No remarks.

Criteria	Conformance level	Remarks and explanations
4.1.1: Parsing	Web: Partially Supports	Web: Many elements with duplicate IDs.
4.1.2: Name, Role, Value	Web: Partially Supports	Web: Some toggles have no accessible names and the list of processes is missing link names.

Table 2: Success Criteria, Level AA

Criteria	Conformance level	Remarks and explanations
1.2.4: Captions (Live)	Web: Not Applicable	Web: No remarks.
1.2.5: Audio Description (Prerecorded)	Web: Not Applicable	Web: No audio.
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: The time zone abbreviation fails with a 1.49:1 ratio, the subtitle for the upload block fails, and "Search variables", "PROCESS VARIABLE", and "FIELD VARIABLE" in the token picker fail.
1.4.4: Resize text	Web: Supports	Web: No remarks.
1.4.5: Images of Text	Web: Not Applicable	Web: No remarks.
1.4.10: Reflow	Web: Does Not Support	Web: Horizontal scrolling is required when the page is zoomed.
1.4.11: Non-text Contrast	Web: Partially Supports	Web: The left-side blue-on-gray icons do not pass, and none of the icons for the canvas pass.
1.4.12: Text Spacing	Web: Does Not Support	Web: Text will not space.

Criteria	Conformance level	Remarks and explanations
1.4.13: Content on Hover or Focus	Web: Does Not Support	Web: Tooltips disappear if the user tries to mouse over their text.
2.4.5: Multiple Ways	Web: Supports	Web: No remarks.
2.4.6: Headings and Labels	Web: Does Not Support	Web: No headings are used in the HTML.
2.4.7: Focus Visible	Web: Supports	Web: No remarks.
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: The page is all in one language.
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: Not Applicable	Web: No remarks.
3.3.8: Accessible Authentication (Minimum)	Web: Not Evaluated	Web: No remarks.
4.1.3: Status Messages	Web: Not Applicable	Web: The only status message with the correct role is "team-role-edit-name-error"; there is no acceptable ARIA role for status messages in the HTML on the listing table.

Table 3: Success Criteria, Level AAA

Criteria	Conformance level	Remarks and explanations
<u>1.2.6: Sign Language (Prerecorded)</u>	Web: Not Evaluated	Web: No remarks.
<u>1.2.7: Extended Audio Description (Prerecorded)</u>	Web: Not Evaluated	Web: No remarks.
<u>1.2.8: Media Alternative (Prerecorded)</u>	Web: Not Evaluated	Web: No remarks.
<u>1.2.9: Audio-only (Live)</u>	Web: Not Evaluated	Web: No remarks.
<u>1.3.6: Identify Purpose</u>	Web: Not Evaluated	Web: No remarks.
<u>1.4.6: Contrast (Enhanced)</u>	Web: Not Evaluated	Web: No remarks.
<u>1.4.7: Low or No Background Audio</u>	Web: Not Evaluated	Web: No remarks.
<u>1.4.8: Visual Presentation</u>	Web: Not Evaluated	Web: No remarks.
<u>1.4.9: Images of Text (No Exception)</u>	Web: Not Evaluated	Web: No remarks.
<u>2.1.3: Keyboard (No Exception)</u>	Web: Not Evaluated	Web: No remarks.
<u>2.2.3: No Timing</u>	Web: Not Evaluated	Web: No remarks.
<u>2.2.4: Interruptions</u>	Web: Not Evaluated	Web: No remarks.
<u>2.2.5: Re-authenticating</u>	Web: Not Evaluated	Web: No remarks.
<u>2.2.6: Timeouts</u>	Web: Not Evaluated	Web: No remarks.
<u>2.3.2: Three Flashes</u>	Web: Not Evaluated	Web: No remarks.
<u>2.3.3: Animation from Interactions</u>	Web: Not Evaluated	Web: No remarks.
<u>2.4.8: Location</u>	Web: Not Evaluated	Web: No remarks.
<u>2.4.9: Link Purpose (Link Only)</u>	Web: Not Evaluated	Web: No remarks.

Criteria	Conformance level	Remarks and explanations
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
302.1: Without Vision	Does Not Support	Without vision: missing most ARIA tags and labels.
302.2: With Limited Vision	Partially Supports	With limited vision: missing most ARIA tags and labels.
302.3: Without Perception of Color	Partially Supports	Without perception of color: low contrast on some elements.

Criteria	Conformance level	Remarks and explanations
302.4: Without Hearing	Supports	No remarks.
302.5: With Limited Hearing	Supports	No remarks.
302.6: Without Speech	Supports	No remarks.
302.7: With Limited Manipulation	Partially Supports	With limited manipulation: the drag-and-drop feature for re-ordering elements on the designer.
302.8: With Limited Reach and Strength	Partially Supports	With limited reach and strength: the drag-and-drop feature for re-ordering elements on the designer.
302.9: With Limited Language, Cognitive, and Learning Abilities	Supports	No remarks.

Chapter 4: Hardware

Business Process Designer 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	Does Not Support	User control of accessibility features: rated does not support; the source gave no specific remark.
502.2.2: No Disruption of Accessibility Features	Supports	No remarks.
502.3.1: Object Information	Partially Supports	Missing some ARIA tags.
502.3.2: Modification of Object Information	Does Not Support	Modification of object information: rated does not support; the source gave no specific remark.
502.3.3: Row, Column, and Headers	Does Not Support	Row, column, and headers: rated does not support; the source gave no specific remark.
502.3.4: Values	Does Not Support	Values: rated does not support; the source gave no specific remark.

Criteria	Conformance level	Remarks and explanations
502.3.5: Modification of Values	Does Not Support	Modification of values: rated does not support; the source gave no specific remark.
502.3.6: Label Relationships	Supports	No remarks.
502.3.7: Hierarchical Relationships	Supports	No remarks.
502.3.8: Text	Supports	No remarks.
502.3.9: Modification of Text	Does Not Support	Cannot change text spacing.
502.3.10: List of Actions	Partially Supports	List of actions: rated partially supports; the source gave no specific remark.
502.3.11: Actions on Objects	Does Not Support	Actions on objects: rated does not support; the source gave no specific remark.
502.3.12: Focus Cursor	Supports	No remarks.
502.3.13: Modification of Focus Cursor	Does Not Support	Modification of focus cursor: rated does not support; the source gave no specific remark.
502.3.14: Event Notification	Supports	No remarks.
502.4: Platform Accessibility Features	Not Applicable	No remarks.
503.2: User Preferences	Does Not Support	User preferences: rated does not support; the source gave no specific remark.
503.3: Alternative User Interfaces	Does Not Support	Alternative user interfaces: rated does not support; the source gave no specific remark.
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.

Criteria	Conformance level	Remarks and explanations
504.2.1: Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	No remarks.
504.2.2: PDF Export	Not Applicable	No remarks.
504.3: Prompts	Not Applicable	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	Partially Supports	Most of the support documentation supports WCAG; some functionality only partially supports.
602.3: Electronic Support Documentation	Not Evaluated	No remarks.
602.4: Alternate Formats for Non-Electronic Support Documentation	Not Applicable	No remarks.
603.2: Information on Accessibility and Compatibility Features	Not Applicable	No remarks.
603.3: Accommodation of Communication Needs	Not Applicable	No remarks.

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