

Process Automation Accessibility Conformance Report

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

Report information

Product	Process Automation
Product description	The web interface for Laserfiche Process Automation, covering the BPM landing page, the listing pages (starting events, rules, integrations, teams, settings, workflows, and capture tools), bell notifications, and the settings dialogs (holidays, work schedule, and email display).
Report date	2026-07-10
Last modified	2026-07-10
Report version	1
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Notes

This Accessibility Conformance Report presents the results of Laserfiche's accessibility evaluation of Process Automation. 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. This report merges four separate area assessments (Landing Page, Listing Pages, Notifications, and Settings) into a single Process Automation report. Where areas rated a criterion differently, the least-conforming result is reported and remarks are attributed to the affected area. This report consolidates the evaluations of: BPM Landing Page (WCAG 2.1, 2023-02-26); Listing Pages (WCAG 2.1, 2023-02-24); Notifications (WCAG 2.1, 2023-02-28); Settings (WCAG 2.1, 2023-02-27).

Evaluation methods used

Manual testing using general product knowledge and assistive technologies, including the NVDA screen reader; keyboard-only navigation testing; color-contrast checking with the WCAG Contrast Checker and Colour Contrast Analyser; and the WAVE evaluation tool. A third-party consultant also contributed assessments under the DHS Trusted Tester Program.

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
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Criteria	Conformance level	Remarks and explanations
1.1.1: Non-text Content	Web: Does Not Support	Web: Notifications: some items lack text alternatives or have duplicate ids, and the task inbox and process icons are missing ARIA tags and alt attributes. Landing Page: several elements are categorized only as "Button" and images share duplicate ids. Listing Pages: table rows are not read out and the New button dropdowns are not labeled correctly.
1.2.1: Audio-only and Video-only (Prerecorded)	Web: Not Applicable	Web: No pre-recorded audio or video.
1.2.2: Captions (Prerecorded)	Web: Not Applicable	Web: No pre-recorded audio or video.
1.2.3: Audio Description or Media Alternative (Prerecorded)	Web: Not Applicable	Web: No pre-recorded audio or video.
1.3.1: Info and Relationships	Web: Partially Supports	Web: Landing Page: information, structure, and relationships can be programmatically determined, but the Project dropdown is not always obvious as a header/modifier for the rest of the content.
1.3.2: Meaningful Sequence	Web: Does Not Support	Web: Notifications: after opening the bell, the notification list appears before it in focus order rather than after. Settings: the exceptions dropdown in the holidays dialog is not announced by the screen reader, and creating a new holiday does not move focus to the dialog.
1.3.3: Sensory Characteristics	Web: Supports	Web: No remarks.
1.4.1: Use of Color	Web: Partially Supports	Web: Landing Page: color is the only visual means of distinguishing focus for some elements. Settings: name input boxes lack an error message when in an error state (the create button is disabled on error).
1.4.2: Audio Control	Web: Not Applicable	Web: No pre-recorded audio or video.

Criteria	Conformance level	Remarks and explanations
2.1.1: Keyboard	Web: Partially Supports	Web: Listing Pages: the New button dropdown does not work with keyboard only, though creating a new item is still possible 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 character-key shortcuts are provided.
2.2.1: Timing Adjustable	Web: Not Applicable	Web: No content is on a timer.
2.2.2: Pause, Stop, Hide	Web: Supports	Web: No automatic moving, blinking, or scrolling occurs except when a resource is created, which is part of the essential function.
2.3.1: Three Flashes or Below Threshold	Web: Supports	Web: No remarks.
2.4.1: Bypass Blocks	Web: Does Not Support	Web: Landing Page: no mechanism is available to bypass repeated blocks of content. Settings: the working hours section of the Work Schedule editor cannot be skipped without tabbing through every day and input. Listing Pages: listing tables can be skipped, but the headers must be tabbed through each time.
2.4.2: Page Titled	Web: Does Not Support	Web: Notifications: the screen reader announces the number of unread notifications plus "Button" rather than a meaningful title.
2.4.3: Focus Order	Web: Partially Supports	Web: Listing Pages: focus shifts into the New button dropdown even when it is not open. Notifications: users must tab backwards into the list once it is open. Settings: the Work Schedule editor does not move focus to the new holiday dialog when Create Holiday is clicked.
2.4.4: Link Purpose (In Context)	Web: Supports	Web: All application-provided links have a purpose.

Criteria	Conformance level	Remarks and explanations
2.5.1: Pointer Gestures	Web: Supports	Web: Settings pages use only single-pointer controls; the other areas do not use pointer gestures.
2.5.2: Pointer Cancellation	Web: Supports	Web: No remarks.
2.5.3: Label in Name	Web: Partially Supports	Web: Landing Page and Notifications: in some cases the visible label text is missing from the accessible name (Landing Page also lacks a tooltip).
2.5.4: Motion Actuation	Web: Not Applicable	Web: No motion-activated features.
3.1.1: Language of Page	Web: Supports	Web: Only English is currently supported and the page language is set.
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: Settings: errors for resource names are not described in text.
3.3.2: Labels or Instructions	Web: Does Not Support	Web: Settings: many inputs in the holiday dialog are not labeled for screen-reader users, the time zone and work hours inputs lack appropriate labels, and the close button has no descriptive label.
3.3.7: Redundant Entry	Web: Not Evaluated	Web: No remarks.
4.1.1: Parsing	Web: Partially Supports	Web: Landing Page and Notifications: some duplicate ids were detected (bugs filed).
4.1.2: Name, Role, Value	Web: Partially Supports	Web: Listing Pages: the New button dropdown does not have a correct name. Landing Page: the Project context is accessible but may not be interpretable.

Table 2: Success Criteria, Level AA

Criteria	Conformance level	Remarks and explanations
1.2.4: Captions (Live)	Web: Not Applicable	Web: The product does not support live captions or streaming.
1.2.5: Audio Description (Prerecorded)	Web: Not Applicable	Web: No pre-recorded audio.
1.3.4: Orientation	Web: Supports	Web: No remarks.
1.3.5: Identify Input Purpose	Web: Does Not Support	Web: Settings: a number of inputs do not provide enough information for a non-sighted user to identify their purpose.
1.4.3: Contrast (Minimum)	Web: Does Not Support	Web: Notifications: the "time ago" text has very low contrast. Landing Page: most text meets the minimum contrast, but not all.
1.4.4: Resize text	Web: Supports	Web: No remarks.
1.4.5: Images of Text	Web: Does Not Support	Web: Notifications: images of text are used to convey information where actual text could be used.
1.4.10: Reflow	Web: Supports	Web: No remarks.
1.4.11: Non-text Contrast	Web: Partially Supports	Web: Landing Page and Notifications: some user interface components and graphical objects do not meet the minimum non-text contrast ratio.
1.4.12: Text Spacing	Web: Does Not Support	Web: Settings: text spacing overrides are not supported. Landing Page and Notifications: text spacing is only partially supported.
1.4.13: Content on Hover or Focus	Web: Partially Supports	Web: Settings: the holidays table has a tooltip for the holiday name that cannot be dismissed and disappears when hovered over.
2.4.5: Multiple Ways	Web: Supports	Web: No remarks.
2.4.6: Headings and Labels	Web: Supports	Web: No remarks.

Criteria	Conformance level	Remarks and explanations
2.4.7: Focus Visible	Web: Partially Supports	Web: Landing Page: in some places the focus indicator is not clearly visible. Listing Pages: the New button dropdown receives focus even when it is not open.
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: Supports	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: Does Not Support	Web: Settings: the name input does not provide the error as written text. Landing Page: the "No projects available" message under project search may not be programmatically determinable.
3.3.4: Error Prevention (Legal, Financial, Data)	Web: Not Applicable	Web: There is no legal, financial, or other sensitive data requiring reversible submissions.
3.3.8: Accessible Authentication (Minimum)	Web: Not Evaluated	Web: No remarks.
4.1.3: Status Messages	Web: Does Not Support	Web: Landing Page and Notifications: status messages are not currently supported. Settings: inputs indicate error states, but toast errors are not easily read with the keyboard and screen reader.

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	Non-visual (screen reader) access has significant defects across areas: missing text alternatives, tables not announced, and unlabeled controls; multiple bugs are filed.
302.2: With Limited Vision	Partially Supports	Some functionality has defects for users with limited vision (bugs filed).
302.3: Without Perception of Color	Partially Supports	Settings: some error states rely on color alone to inform the user.

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	Listing Pages: some controls, such as the New button dropdown, are not fully keyboard-operable, affecting users with limited manipulation.
302.8: With Limited Reach and Strength	Partially Supports	Listing Pages: some functionality is not fully operable for users with limited reach and strength.
302.9: With Limited Language, Cognitive, and Learning Abilities	Does Not Support	Listing Pages: the pages do not adequately support users with limited language, cognitive, and learning abilities.

Chapter 4: Hardware

Process Automation 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	No remarks.
502.2.2: No Disruption of Accessibility Features	Not Applicable	No remarks.
502.3.1: Object Information	Partially Supports	Object information is not fully exposed to assistive technology in some areas.
502.3.2: Modification of Object Information	Partially Supports	Modifications to object information are not fully communicated to assistive technology.
502.3.3: Row, Column, and Headers	Does Not Support	Listing Pages: table headers, rows, and columns are not labeled, so a screen-reader user cannot tell they are in a table.

Criteria	Conformance level	Remarks and explanations
502.3.4: Values	Partially Supports	Some values are not fully exposed to assistive technology.
502.3.5: Modification of Values	Does Not Support	Listing Pages: modification of values is not exposed to assistive technology.
502.3.6: Label Relationships	Partially Supports	Label relationships are not fully exposed to assistive technology in some areas.
502.3.7: Hierarchical Relationships	Partially Supports	Landing Page: the Project dropdown's relationship to the page may be unclear. Listing Pages: the table's tabbable container does not indicate that it is the parent of the rows.
502.3.8: Text	Partially Supports	Text is not fully exposed to assistive technology in some areas.
502.3.9: Modification of Text	Does Not Support	Settings: modification of text is not exposed to assistive technology.
502.3.10: List of Actions	Does Not Support	Settings: the list of actions is not exposed to assistive technology. Listing Pages: row action buttons are available programmatically, but a few non-essential menus are not.
502.3.11: Actions on Objects	Partially Supports	Listing Pages: row action buttons are available programmatically, but a few non-essential menus are not.
502.3.12: Focus Cursor	Partially Supports	The focus cursor is not fully tracked by assistive technology in some areas.
502.3.13: Modification of Focus Cursor	Does Not Support	Modification of the focus cursor is not exposed to assistive technology.
502.3.14: Event Notification	Does Not Support	Landing Page and Notifications: event and change notifications are not exposed to assistive technology.
502.4: Platform Accessibility Features	Does Not Support	Platform accessibility features are not supported.
503.2: User Preferences	Not Applicable	No remarks.
503.3: Alternative User Interfaces	Not Applicable	No remarks.

Criteria	Conformance level	Remarks and explanations
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	Not Applicable	No remarks.
504.2.2: PDF Export	Not Applicable	No remarks.
504.3: Prompts	Not Applicable	No remarks.
504.4: Templates	Not Applicable	No remarks.

Chapter 6: Support Documentation and Services

Criteria	Conformance level	Remarks and explanations
602.2: Accessibility and Compatibility Features	Partially Supports	Landing Page: the majority of support documentation conforms to WCAG, but some functionality only partially conforms.
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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