

# Remote Incident Manager (RIM) Accessibility Conformance Report

## WCAG Edition

(Based on VPAT<sup>®</sup> Version 2.4Rev)

### Name of Product/Version:

Remote Incident Manager Version 3.1.2

### Report Date:

October 7, 2022

### Product Description:

For field technical support, Remote Incident Manager Cloud Edition allows a technician to take complete control of a distant computer, over a local network or the Internet, and puts the technician in the same Windows session as the user. With full duplex voice communication, stereo audio, and under 99MS latency connections you can use the remote computer as if you were right in front of it. Both users can work in the same applications and documents at the same time, exchange text, and exchange files through the Windows clipboard. Technical or training issues are resolved real-time or a Controller can be given unattended access so computer maintenance can be done when the computer is not in use such as over nights.

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### Notes:

This report only pertains to Web Content Accessibility Guidelines (WCAG) 2.1 (Double A) AA standards.

## Evaluation Methods Used:

RIM was evaluated using NVDA screen reader on a Windows 11 desktop device, visually using default viewing setting, the WEB AIM Contrast Checker, from a keyboard only perspective, from a keyboard and mouse combination perspective, and with the use of built in accessibility features on Windows desktop devices.

## 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 2.0</a>	Level A (Yes / No ) Level AA (Yes / No ) Level AAA (Yes / No )
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes / No ) Level AA (Yes / No ) Level AAA (Yes / 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 2.1 Report

Note: When reporting on conformance with the WCAG 2.x 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	This requirement is fully supported. All non-text content has a text alternative within RIM.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	This requirement is fully met. RIM does not have any prerecorded audio or video media that require alternatives.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	This requirement is fully met. RIM does not have any prerecorded audio that require captions.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	This requirement is fully met. RIM does not have any prerecorded media that requires audio descriptions or a media alternative.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	This requirement is fully supported. All information, structure, and relationships can be programmatically determined within RIM.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	This requirement is fully supported. A correct and accurate reading sequence is always available within RIM.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	This requirement is fully supported. RIM does not rely solely on sensory characteristics to complete operation.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	This requirement is fully supported. Color is never used as the only visual means of conveying information within RIM.
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	This requirement is fully met. RIM does not have any audio that requires a control.
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	This requirement is fully supported. All content within RIM is fully functional and operational through a keyboard interface.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	This requirement is fully supported. All focusable content can be moved to and away from within RIM through a keyboard interface without the focus becoming trapped.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Supports	This requirement is fully supported. RIM does not make

Criteria	Conformance Level	Remarks and Explanations
		use character key shortcuts.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	This requirement is fully met. RIM does not have time limits that need to be adjusted or extended.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	This requirement is fully met. RIM does not have content that flashes, blinks, scrolls, moves, or automatically updates that would need to be paused, stopped, or hidden.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	This requirement is fully met. RIM does not have content that flashes more than 3 times per second.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	This requirement is fully met. RIM does not have blocks of content that repeat across multiple pages/sections.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	This requirement is fully supported. Each page has a unique title that accurately describes the topic or purpose of the page within RIM.
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	This requirement is fully supported. All pages and elements can be navigated in a sequential order that is meaningful within RIM.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	This requirement is fully supported. In RIM, the purpose of each link can be determined from the link text or the surrounding content.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Supports	This requirement is fully met. RIM does not require multipoint or path-based gestures for operation.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	This requirement is fully supported. All functionality that can be operated using a single pointer can be undone, aborted, or reversed by the user and does not happen on the down event within RIM.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	This requirement is fully supported. All user interface components within RIM have a name and a label that are presented visually and can be programmatically determined.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Supports	This requirement is fully met. RIM does not require device or user movement for operation.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	This requirement is fully supported. Each pages has English set as the default language of the page within

Criteria	Conformance Level	Remarks and Explanations
		RIM.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	This requirement is fully supported. When components receive focus, it does initiate a change of context within RIM.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	This requirement is fully supported. When users change a setting of any user interface component, it does not automatically cause a change in context within RIM.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	This requirement is fully supported. Within RIM, input errors are automatically detected and the errors are described to the user in text.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	This requirement is fully supported. Whenever user input is required, labels and instructions are always present within RIM.
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	This requirement is fully supported. All content implemented through markup languages has complete start and end tags, nested according to specification, and do not contain any duplicate attributes unless specifications allow within RIM.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	This requirement is fully supported. All user interface components have a name and role that can be programmatically determined. All states, properties, and values that can be set by the user can be programmatically set and notification of changes are available to the user within RIM.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Supports	This requirement is fully met. RIM does not have live media that requires captions.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	This requirement is fully met. RIM does not have prerecorded video that requires audio descriptions.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	This requirement is fully met. Rim does not require a specific device orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports	This requirement is fully supported. The purpose of each input field collecting user information can be programmatically determined within RIM.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	This requirement is fully supported. All text and images of text meet or exceed a 3:1 contrast ratio for large text and a 4.5:1 contrast ratio for small text.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	This requirement is fully supported. Within the RIM pages, the text can be resized by increasing the size of the viewing window. Within the HTML pages, the text can be resized using the browser magnification features.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	This requirement is fully supported. RIM makes use of text to convey meaning and information rather than images of text.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Supports	This requirement is fully supported. Content within RIM is always presented without requiring two axis of scrolling or without the loss of information or functionality when viewing on various screen sizes and magnifications.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Partially Supports	All user interface components have a sufficient color contrast outside of the feedback page. The dropdowns and text areas within the feedback page have sufficient color contrast between the text and the backgrounds, the only area that does not meet the color contrast minimums is within the borders of the elements themselves. All other instances of user interface components meet or exceed the contrast minimums for user interface components.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	This requirement is fully supported. In RIM, the default font has been set to Chromium's default sans-serif font and no additional text style properties have been applied or adjusted.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	This requirement is fully supported. When receiving pointer hover or keyboard focus, the content that is

Criteria	Conformance Level	Remarks and Explanations
		triggered is dismissible, hoverable, or persistent within RIM.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	This requirement is fully supported. There are multiple ways to locate pages within the set of pages within RIM.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	This requirement is fully supported. Headings and labels are always present to describe topic and purpose. Headings follow a logical structure within the pages.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially Supports	The element in focus is always visible. Some color combinations do not meet the minimum color contrast of 3:1. Known combinations that do not meet the minimum color contrast ratio include: tan and white, light blue and dark blue, white and blue, gold and blue, gold and light gray, and light blue and white.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	This requirement is fully supported. There are no instances where the language of a part is different from the page within RIM.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	This requirement is fully met. RIM does not have navigation with the RIM screens. The navigation within the HTML pages is consistent across all pages.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	This requirement is fully supported. Components that serve the same purpose or have the same functionality are identified consistently within RIM.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Partially Supports	Error suggestions are provided on most pages where user input is required. Some areas are not able to provide suggestions as the user input is not set to a specific input format. Pages that do not support error suggestions include, Provide Help, Receive Help, Register Machine, Login, and Verification Code.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	This requirement is fully met. RIM does not collect or require legal, financial, or data from its users.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Supports	This requirement is fully supported. Status messages through RIM are provided in a way that they can be programmatically determined and presented to users through assistive technologies.



## Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)	Not Evaluated	
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)	Not Evaluated	
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)	Not Evaluated	
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)	Not Evaluated	
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 only)	Not Evaluated	
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)	Not Evaluated	
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Not Evaluated	
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)	Not Evaluated	
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)	Not Evaluated	
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.3 No Timing</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.4 Interruptions</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 only)	Not Evaluated	
<a href="#">2.3.2 Three Flashes</a> (Level AAA)	Not Evaluated	
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 only)	Not Evaluated	
<a href="#">2.4.8 Location</a> (Level AAA)	Not Evaluated	
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)	Not Evaluated	
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Not Evaluated	
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 only)	Not Evaluated	
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 only)	Not Evaluated	
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Not Evaluated	
<a href="#">3.1.4 Abbreviations</a> (Level AAA)	Not Evaluated	
<a href="#">3.1.5 Reading Level</a> (Level AAA)	Not Evaluated	
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Not Evaluated	
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.5 Help</a> (Level AAA)	Not Evaluated	
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Not Evaluated	

## Legal Disclaimer (Company)

Pneuma Solutions, LLC. As of October 2022, this report represents the current version of the Remote Incident Manager (RIM) product (version 3.1.2). This report has been created and prepared to reflect the status of RIM and its conformance to the Web Content Accessibility Guidelines version 2.1 double A standards. Each page, section, and element were carefully assessed for accessibility against the standards outlined in version 2.1 of the Web Content Accessibility guidelines double A standards. Any errors, omissions, or missing information from this report can and will be amended. We ask that if you discover any issues within this report, share that information with us so that we can adjust and provide a more complete and accurate report. Using the testing methods noted above, we understand that each user has a unique set of preferences and solutions that work best for them, and with that, we aim to continue to enhance the user experience within Remote Incident Manager (RIM) to include everyone and provide an equivalent experience to all. As Remote Incident Manager continues to develop, update, and change we will be updating this document to reflect the latest versions and how it impacts user experience and accessibility. As new versions release, older versions of this document will no longer be applicable as updates are automatically applied to the users Remote Incident Manager. This report is provided “as is” and is for informational purposes only.