Remote Incident Manager (RIM) For Mac Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version:

Remote Incident Manager (RIM) for Mac Version 3.3.10

Report Date:

April 22, 2024

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 desktop 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, irrespective of platform. Both users can work in the same applications and documents at the same time, exchange text, and exchange files through the 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:

Remote Incident Manager (RIM) for Mac was evaluated using a VoiceOver screen reader on a Mac Mini 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 Mac desktop devices.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (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
1.1.1 Non-text Content (Level A)	Supports	This requirement is fully supported. All non-text content has a text alternative within Remote Incident Manager (RIM).
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	This requirement is fully met. All video only and audio only content has proper alternatives within Remote Incident Manager (RIM).
1.2.2 Captions (Prerecorded) (Level A)	Supports	This requirement is fully met. All audio content has captions within Remote Incident Manager (RIM).
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	This requirement is fully met. All content offers audio descriptions or a media alternative for prerecorded content within Remote Incident Manager (RIM).
1.3.1 Info and Relationships (Level A)	Supports	This requirement is fully supported. All information, structure, and relationships can be programmatically determined within Remote Incident Manager (RIM).
1.3.2 Meaningful Sequence (Level A)	Supports	This requirement is fully supported. A correct and accurate reading sequence is always available within Remote Incident Manager (RIM).
1.3.3 Sensory Characteristics (Level A)	Supports	This requirement is fully supported. Remote Incident Manager (RIM) does not rely solely on sensory characteristics to complete operation.
1.4.1 Use of Color (Level A)	Partially Supports	This requirement is partially supported. There are 4 incidents where links only use color to indicate they are links, across 4 separate pages inside Remote Incident Manager (RIM)
1.4.2 Audio Control (Level A)	Supports	This requirement is fully met. Remote Incident Manager (RIM) provides control for all audio content.
2.1.1 Keyboard (Level A)	Supports	This requirement is fully supported. All content within Remote Incident Manager (RIM) is fully functional and operational through a keyboard interface.
2.1.2 No Keyboard Trap (Level A)	Supports	This requirement is fully supported. All focusable content can be moved to and away from within Remote

Criteria	Conformance Level	Remarks and Explanations
		Incident Manager (RIM) using a keyboard interface without the focus becoming trapped.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	This requirement is fully supported. Remote Incident Manager (RIM) does not make use of character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	This requirement is fully met. Remote Incident Manager (RIM) does not have time limits that need to be adjusted or extended.
2.2.2 Pause, Stop, Hide (Level A)	Supports	This requirement is fully met. Remote Incident Manager (RIM) does not have content that flashes, blinks, scrolls, moves, or automatically updates that would need to be paused, stopped, or hidden.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	This requirement is fully met. Remote Incident Manager (RIM) does not have content that flashes more than 3 times per second.
2.4.1 Bypass Blocks (Level A)	Supports	This requirement is fully met. Each Remote Incident Manager (RIM) page features a skip to main content button that is functional.
2.4.2 Page Titled (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 Remote Incident Manager (RIM).
2.4.3 Focus Order (Level A)	Supports	This requirement is fully supported. All pages and elements can be navigated in a sequential order that is meaningful within Remote Incident Manager (RIM).
2.4.4 Link Purpose (In Context) (Level A)	Supports	This requirement is fully supported. In Remote Incident Manager (RIM), the purpose of each link can be determined from the link text or the surrounding content.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	This requirement is fully met. Remote Incident Manager (RIM) does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	This requirement is fully met. When using a keyboard, mouse, or other input methods, this criteria is fully supported within Remote Incident Manager (RIM).

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only)	Supports	This requirement is fully supported. All user interface components within Remote Incident Manager (RIM) have a name and a label that are presented visually and can be programmatically determined.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	This requirement is fully met. Remote Incident Manager (RIM) does not require device or user movement for operation.
3.1.1 Language of Page (Level A)	Supports	This requirement is fully supported. Each page has English set as the default language of the page within Remote Incident Manager (RIM). Some pages feature the option to switch the language and this is fully functional.
3.2.1 On Focus (Level A)	Partially Supports	This requirement is partially supported. When navigating through the submenus of the Remote Incident Manager (RIM), they expand when they receive focus. This also becomes prevalent on the checkout window when switching between payment types.
3.2.2 On Input (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 Remote Incident Manager (RIM).
3.3.1 Error Identification (Level A)	Supports	This requirement is fully supported. Within Remote Incident Manager (RIM) all form fields that contain errors, errors are identified in ways that are accessible via alerts or in plain text.
3.3.2 Labels or Instructions (Level A)	Partially Supports	This requirement is partially supported. On the checkout/pay window labels and instructions for required inputs are not present within Remote Incident Manager (RIM).
4.1.1 Parsing (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 Remote Incident Manager (RIM).

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Partially Supports	This requirement is partially supported. In some instances, links are used to clear forms, change language settings, or open menus which do not align with typical user expectations for links and in some instances, no alerts are shared when the values or states change.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	This requirement is fully met. Remote Incident Manager (RIM) does not have live media that requires captions.
1.2.5 Audio Description (Prerecorded) (Level AA)	Partially Supports	This requirement is partially met as it only partially supports at the single A level due to one video on the main Remote Incident Manager (RIM) page not providing audio descriptions.
1.3.4 Orientation (Level AA 2.1 only)	Supports	This requirement is fully met. Remote Incident Manager (RIM) does not require a specific device orientation.
1.3.5 Identify Input Purpose (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 Remote Incident Manager (RIM).
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	This requirement is partially supported. On the "Subscribe to RIM" page the checkout window fails 3 different incidents of contrast minimum. (Grey Text on Grey Backgrounds, Grey text on White Backgrounds, and White text on Orange Backgrounds). In instances where blue or orange text is used, the contrast also falls below the minimum thresholds for color contrast, but they are used less frequently.
1.4.4 Resize text (Level AA)	Supports	This requirement is fully supported. Within Remote Incident Manager (RIM) pages, the text can be resized by using standard magnification methods including the browser settings or keyboard commands.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA)	Supports	This requirement is fully supported. Remote Incident Manager (RIM) makes use of text to convey meaning and information rather than images of text.
1.4.10 Reflow (Level AA 2.1 only)	Supports	This requirement is fully supported. Content within Remote Incident Manager (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.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	This requirement is partially supported. On the "Subscribe to RIM" page the checkout window fails 1 instance of Non-Text Contrast. (Orange buttons on White Backgrounds)
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	This requirement is fully supported. In Remote Incident Manager (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 outside of color.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	This requirement is fully supported. When receiving pointer hover or keyboard focus, the content that is triggered is dismissible, hoverable, or persistent within Remote Incident Manager (RIM). The only element that does not follow typical behavior is the submenus on the primary navigation as they expand on focus.
2.4.5 Multiple Ways (Level AA)	Supports	This requirement is fully supported. There are multiple ways to locate pages within the set of pages within Remote Incident Manager (RIM).
2.4.6 Headings and Labels (Level AA)	Partially Supports	This requirement is partially supported. Heading skip from heading level 3 to heading level 5 on the "Change Log" page. This occurs specifically when the version has updates that relate to both Windows and MacOS.
2.4.7 Focus Visible (Level AA)	Partially Supports	The element in focus is always visible, however, it can become difficult to see the indicator at times due the white highlight being the same color as the white box or styling being a dotted line. Specific elements where the indicator is difficult to see include Links, Header and

Criteria	Conformance Level	Remarks and Explanations
		Footer, Text boxes, buttons such as "Cancel", and elements on the payment window.
3.1.2 Language of Parts (Level AA)	Supports	This requirement is fully supported. There are no instances where the language of a part is different from the page within Remote Incident Manager (RIM).
3.2.3 Consistent Navigation (Level AA)	Supports	This requirement is fully met. Within Remote Incident Manager (RIM), the navigation is always presented in the same order and features the same styling.
3.2.4 Consistent Identification (Level AA)	Supports	This requirement is fully supported. Components that serve the same purpose or have the same functionality are identified consistently within Remote Incident Manager (RIM).
3.3.3 Error Suggestion (Level AA)	Supports	This requirement is fully supported. When errors are identified and the solution or corrections to the errors are known they are presented to the user. This includes formatting for specific inputs like email address and invitation links.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	This requirement is fully met. Remote Incident Manager (RIM) provides previews and confirmation of transactions when purchasing Remote Incident Manager (RIM) licenses.
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	This requirement is partially supported. No success or failed status message is presented to the user on the "Support and Feedback" page when the clear form action is used. On the "Subscribe to RIM'' page as the user selects different options or enterprise add ons no alerts are presented to the user. No messages are presented to the user in regards to the total price changing at the bottom of the "Subscribe to RIM" as the user selects different configurations.

Table 3: Success Criteria, Level AAA

Notes:

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

Legal Disclaimer

Remote Incident Manager (RIM) for Mac. As of April 2024, this report represents the current version of the product. This report has been created and prepared to reflect the status of Remote Incident Manager (RIM) for Mac and its conformance to the Web Content Accessibility Guidelines version 2.1 double A standards. Each screen, 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, or within Remote Incident Manager (RIM) for Mac, 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 the product to include everyone and provide an equivalent experience to all. As Remote Incident Manager (RIM) for Mac 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 are released, older versions of this document will no longer be applicable. This report is provided "as is" and is for informational purposes only.