

Infor - CSF Web Accessibility Conformance Report WCAG 2.1 and Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Infor CSF

Report Date: March 2022

Product Description:

Infor CSF (CloudSuite Financials) is a solution suite that provides financial functionality coupled with a source-to-settle supply management offering. The solution is role-based, mobile responsive, and delivered in the cloud. It delivers financial management capabilities to gather, organize, manage, and analyze financial data.

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Notes: N/A

Evaluation Methods Used: Infor CSF audit involved a combination of manual and functional testing on the desktop platform. Level Access (Level) comprehensively tested a selection of pages representative of Infor CSF using the screen readers JAWS 2020, ZoomText 2020, Dragon® Naturally Speaking 15 exclusive use of the keyboard, and manual inspection of code and Accessibility API output (using tools, such as

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VPAT® Version 2.4 (Revised) – March 2020

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Microsoft Inspec). The level also functionally tested a typical user flow with three different types of assistive technology: JAWS 2020 screen reader, ZoomText 2020 screen magnifier, Dragon® NaturallySpeaking 15 dictation software.

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Important Notices

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes

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.x Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Text equivalents are provided for most non-text elements within Infor CSF. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • In some instances, hidden content is rendered to screen reader users. • In some cases, images lack informative alternative text. • In some instances, icon buttons lack meaningful labels. • In some instances, custom controls lack unique name and state information.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Infor CSF does not include any "audio-only" or "video-only" content.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports</p>	<p>Web: Infor CSF does not include any "synchronized multimedia".</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) <p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: No content requiring audio description, or a media alternative is present on Infor CSF.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Relationships among content in Infor CSF are represented semantically in most cases. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> In some cases, list structure is used for indentation purposes. In some instances, the heading levels do not match the headings' visual importance. On the 25 - (CSF) Manage Invoices (Released), the data table/grid headers are not structured properly. On 29 - (CSF) Create Invoice (Options), a data table is used for layout purposes without indicating so. In some cases, custom controls lack unique name, role, and state information.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> In some cases, form fields lack explicit labels. The visual label is not programmatically associated with the corresponding form fields. In some cases, error messages are not programmatically associated with the corresponding form fields.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Infor CSF provides content in a meaningful sequence to support navigation and correct reading order.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Instructions that rely solely on sensory characteristics are not present on Infor CSF. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> On the 33 - (CSF) Sample Document Template, a red asterisk (“*”) is the only indication of a required form field.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Partially Supports	Web: Color is not used as the sole means of conveying information, indicating an action, prompting a response, or distinguishing a

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		<p>visual element within Infor CSF. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> In some cases, the toolbar controls use color as the only visual means to convey state.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: No audio content that plays automatically is present on Infor CSF.
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Most interactive elements within Infor CSF can be accessed and invoked with the keyboard. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> In some cases, the sortable column headers are not keyboard accessible. In some cases, scrollable controls are not actionable from the keyboard. In some instances, custom controls are not keyboard accessible. In some instances, inactive heading elements receive keyboard focus.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> In some instances, link text is not actionable from the keyboard.
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Keyboard traps do not occur when navigating through the actionable elements within Infor CSF.
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: No keyboard shortcuts are implemented in Infor CSF.
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Infor CSF does not contain a time limit set by the content.
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: There is no moving, blinking, scrolling, or auto-updating information on Infor CSF.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: There is no flashing content on Infor CSF.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: Infor CSF does not provide a mechanism to bypass repetitive content.
<p><u>2.4.2 Page Titled</u> (Level A).</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Most pages on Infor CSF have a unique page title. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Some pages do not have a unique title.
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Page design and content are set up in such a way that focus order is intuitive for most of the actionable elements. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • In some cases, focus order is not logical. • In some instances, inactive heading elements receive keyboard focus.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Supports	Web: Link text on Infor CSF is descriptive and easy to understand in context.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: Infor CSF does not require multipoint or path-based gestures for operation.
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: Functionality within Infor CSF using a single pointer does not use the down-event to execute any part of the function.
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Web: Partially Supports	Web: Visual labels are included in the accessible name of most form fields on Infor CSF. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> In some instances, checkboxes within the data table/grid lack visual and programmatic labels. On “36 - (CSF) Set: As of Date”, the input field within the “Set As of Date” heading does not have a meaningful label. In some cases, image buttons lack meaningful labels.
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: Infor CSF does not have functionality that requires device motion or user motion.
<p><u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508</p>	Web: Supports	Web: In Infor CSF, the default human language of the web pages

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		can be programmatically determined.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: No user interface component within Infor CSF initiates a change of context when receiving focus.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: The controls on Infor CSF do not change page context on input.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Infor CSF indicates specifically which input is in error, using a text description when such errors are detected.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Labels or instructions are provided for most form fields on Infor CSF. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> In some instances, form fields are not programmatically associated with their corresponding labels.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> In some instances, required constraint lack visible textual indication. In some cases, form field constraints and error messages are not programmatically associated with the corresponding form fields.
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Most pages in Infor CSF do not have parsing issues. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> In some cases, elements are provided with duplicate ID attributes. In a rare case, element contains invalid value.
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Infor CSF contains elements with appropriate names, roles, and values. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> Form fields lack explicit labels. The visual labels are not programmatically associated with the corresponding form fields.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Content change is not rendered to assistive technology. • In some cases, image buttons lack meaningful labels. • In some instances, custom controls lack unique name and state information. • In some instances, the dropdown button labels for the filter in the data grid are not meaningful and unique. • In some instances, ARIA attributes are invalid. • In some cases, error messages are not programmatically associated with the corresponding form fields.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: No content requiring live captions is present on Infor CSF.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: No content requiring audio description is present on Infor CSF.
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: Content within Infor CSF does not restrict its view and operation to a single display orientation.
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: The purpose of each input field collecting information about the user can be programmatically determined on Infor CSF.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Most elements on Infor CSF meets the WCAG 4.5:1 contrast ratio for the text that is smaller than 18px and the 3.5:1 contrast ratio for text 18px or larger. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • In some instances, text element or images of text does not meet the WCAG 2.0 required minimum color contrast ratio of 4.5:1.
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p>	Web: Supports	Web: Infor CSF allows text to be resized up to 200 percent without

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		loss of content or functionality for most of the site.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The elements within Infor CSF uses text instead of images of text.
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: Infor CSF supports reflow of content without loss of information or functionality, and without requiring scrolling. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • On the 32 - (CSF) Finance Team Content "Add member" is truncated when the horizontal width is 320 CSS pixels/vertical height is 256 CSS pixels.
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: In Infor CSF, the visual presentation of non-text content provides sufficient contrast.
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Partially Supports	Web: In most cases, within Infor CSF, loss of content or functionality does not occur when setting text style properties and by changing no other style

Criteria	Conformance Level	Remarks and Explanations
		<p>property. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> In some instances, content is cutoff when users attempt to override text spacing.
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: The content that appears on hover or focuses within the product is persistent, dismissible, and hoverable. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> In some instances, the visible tooltip content on hover does not allow the pointer to move to it without disappearing.
<p><u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p>	<p>Web: All the pages in Infor CSF are steps in a process. The pages that do not step in that process, as well as some, but not all, of the pages in the process, can be accessed in multiple ways.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Headings and labels accurately describe the content on Infor CSF. However, a rating of Partially Supports has been given for the following reason:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> In some instances, custom controls lack unique name. In some cases, the image button lacks a meaningful label.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Actionable elements on Infor CSF display a visible outline when focused with the keyboard.
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Infor CSF does not use inline language changes.
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: Navigation is consistent throughout Infor CSF.
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: Controls and interfaces on Infor CSF are consistent with each other.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Error messages on Infor CSF provide suggestions for fixing the errors where appropriate.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Infor CSF does not contain pages that cause legal commitments or financial transactions, or pages that irreversibly modify user-controllable data. Checklist evaluations do not prevent a user from submitting empty responses and/or incomplete responses.
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: Status messages are not present on Infor CSF.

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>Infor CSF is operable by users without vision and provides functional support with text-to-speech technologies. In most cases, non-textual elements have text alternatives, visual relationships are conveyed programmatically, and controls can be activated with the keyboard. The reading order of the page is logical.</p> <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • As described in Error! Reference source not found., hidden content is rendered to assistive technology, some images lack alternative text and custom controls lack proper textual description. • As described in Error! Reference source not found., some form controls are not properly labeled, some heading levels are not ordered properly, error messages are not programmatically associated with the form fields, grid table headers lack appropriate markup, data

Criteria	Conformance Level	Remarks and Explanations
		<p>table is used for layout purposes and some custom controls lack name, role and state information.</p> <ul style="list-style-type: none"> • As described in 1.3.3 Sensory Characteristics, red asterisk is the only indication of a required form field. • As described in Error! Reference source not found., color is the sole means to convey state. • As described in Error! Reference source not found., some controls are not actionable via the keyboard and some inactive headings receive keyboard focus. • As described in 2.4.2 Page Titled, some pages are missing a descriptive title. • As described in Error! Reference source not found., focus does not always follow logical order and inactive headings receive keyboard focus. • As described in 2.4.6 Headings and Labels, some custom controls lack unique name and some image buttons lack meaningful labels.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> As described in Error! Reference source not found., some form fields are not programmatically associated with their corresponding labels form field constraints and error messages are not programmatically associated with the corresponding form fields. As described in Error! Reference source not found., some elements have duplicated id and some elements are not well formed. As described in Error! Reference source not found., some elements have invalid ARIA attributes, some form fields lack explicit labels, some form fields lack meaningful and unique labels, some image buttons lack meaningful labels, content change is not rendered to assistive technology and custom controls lack role and state information.
302.2 With Limited Vision	Partially Supports	Infor CSF is operable by users with limited vision and provides functional support with screen magnification assistive

Criteria	Conformance Level	Remarks and Explanations
		<p>technology. sufficient contrast is provided, and a highly visible programmatic focus indication is present when tabbing to controls. In most cases, non-textual elements have text alternatives, visual relationships are conveyed programmatically, controls can be activated with the keyboard, and color alone is not used to convey information. The reading order of the page is logical.</p> <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • As described in Error! Reference source not found., hidden content is rendered to assistive technology and custom controls lack proper textual description. • As described in 1.3.3 Sensory Characteristics, red asterisk is the only indication of a required form field. • As described in Error! Reference source not found., color is the sole means to convey state. • As described in 1.4.3 Contrast (Minimum), some

Criteria	Conformance Level	Remarks and Explanations
		text or images of text lack a minimum contrast of 4.5:1.
302.3 Without Perception of Color	Partially Supports	<p>Infor CSF is operable by users without perception of color and provides functional support with color-altering assistive technologies. Sufficient color contrast is provided throughout. In most cases, color alone is not used to communicate information. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> As described in Error! Reference source not found., color is the sole means to convey state. As described in 1.4.3 Contrast (Minimum), some text or images of text lack a minimum contrast of 4.5:1.
302.4 Without Hearing	Supports	Infor CSF is usable by people without hearing.
302.5 With Limited Hearing	Supports	Infor CSF is usable by people with limited hearing.
302.6 Without Speech	Supports	Infor CSF is usable by people without speech.
302.7 With Limited Manipulation	Partially Supports	Infor CSF is operable by users with limited manipulation and provides functional support with voice

Criteria	Conformance Level	Remarks and Explanations
		<p>recognition software assistive technology as well as with the keyboard. In most cases, form controls are programmatically labeled. a highly visible programmatic focus indication is present when tabbing to controls, and keyboard focus is not trapped in any page. The focus order of the page is logical.</p> <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • As described in Error! Reference source not found., some controls are not actionable via the keyboard and some inactive headings receive keyboard focus. • As described in Error! Reference source not found., focus does not always follow logical order. • As described in 2.5.3 Label in Name, some form fields lack visible and programmatic labels, and some image buttons lack meaningful labels.
302.8 With Limited Reach and Strength	Partially Supports	Infor CSF is operable by users with limited manipulation and provides functional support with voice

Criteria	Conformance Level	Remarks and Explanations
		<p>recognition software assistive technology as well as with the keyboard. In most cases, form controls are programmatically labeled. a highly visible programmatic focus indication is present when tabbing to controls, and keyboard focus is not trapped in any page. The focus order of the page is logical.</p> <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • As described in Error! Reference source not found., some controls are not actionable via the keyboard and some inactive headings receive keyboard focus. • As described in Error! Reference source not found., focus does not always follow logical order. • As described in 2.5.3 Label in Name, some form fields lack visible and programmatic labels, and some image buttons lack meaningful labels.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Infor CSF is operable by users with limited language, cognitive, and learning abilities. Most of the

Criteria	Conformance Level	Remarks and Explanations
		<p>pages have meaningful titles, navigation is consistent, and headings and labels accurately describe content. Almost all pages in Infor CSF are steps in a process; many of those pages, as well as all of the pages not in that process, can be accessed in multiple ways. Form errors are visually identifiable and provide suggestions where appropriate, and a method is provided for reviewing, confirming, and correcting information before finalizing the submission of legally binding forms.</p> <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • As described in 2.4.2 Page Titled, some pages are missing descriptive titles. • As described in 2.4.6 Headings and Labels, some button labels are not meaningful and unique. • As described in Error! Reference source not found., some form fields are not programmatically associated with their corresponding labels and error messages are

Criteria	Conformance Level	Remarks and Explanations
		not included in the accessible name of the form fields.

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes: Not Applicable

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable – Not Tested	
602.3 Electronic Support Documentation	See WCAG 2.x	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – Not Tested	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – Not Tested	
603.3 Accommodation of Communication Needs	Applicable – Not Tested	

Legal Disclaimer

The information above describes this product's ability to support the standards indicated in the Applicable Standards/Guidelines section. The document is for informational purposes and represents the current state of the product as of the date of publication. As a dynamic and evolving information system, future issues may arise after the date of publication. Further, Infor does not warrant that this document is error free, nor does it provide any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability.

Important note regarding the Hexagon EAM VPAT

In November 2021, Infor sold its Enterprise Asset Management product line to Hexagon. Until recently, Hexagon continued to use the name “Infor EAM” for the product because the marketplace knew the product by that name. Hexagon has been gradually introducing its name and associating it with the product.

This VPAT was completed around the time of the sale, and so it is labeled “Infor EAM” because Hexagon was still using that name. However, Hexagon was and is the owner of the product. You will notice that the contact names provided on the VPAT are Hexagon contacts.

The user interface for EAM has not changed since this VPAT was prepared. It is entirely current.

Infor EAM Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Infor EAM v11.6

Report Date: November 2021

Product Description: EAM is an enterprise asset management system that helps organizations digitize and optimize maintenance operations to reach new levels of efficiency.

Contact Information: Sandra Wyatt, Quality & Regulatory Compliance Manager (sandra.wyatt@hexagon.com), Peter Bynarowicz, Product Manager(peter.bynarowicz@hexagon.com).

Notes:

Evaluation Methods Used: Testing Infor EAM Web Application involved a combination of manual and functional testing using assistive technology, such as a screen reader (JAWS 2021), as well exclusive use of the keyboard and manual inspection of code. Level also functionally tested five typical user flows with JAWS 2021 screen reader and Dragon® NaturallySpeaking 15.5 dictation software.

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)

Standard/Guideline	Included In Report
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.x 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.x Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: The product provides sufficient text alternatives for most non-text content. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some hidden content is being rendered to screen reader users. For example, disabled input fields have access to a tooltip that instructs them to select F9 to activate the lookup option. • CSS images are missing textual alternatives. • The data grid missing an accessible name. • Chevron controls that expand and collapse sections of form or page are missing accessible name and state information. • The currently selected state when a listbox option is toggled is not conveyed to non-sighted screen reader users. • The checkbox selection from the data grid is not

Criteria	Conformance Level	Remarks and Explanations
		<p>communicated to non-sighted screen reader users.</p> <ul style="list-style-type: none"> Some controls are missing accessible names. For example, the show record count and add document controls. Text input fields in the data grid are missing role information. For example, the “WO status” text input.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Supports	Web: The product does not utilize audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Web: Supports	Web: The product does not contain synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Supports	Web: The product does not contain synchronized media.
1.3.1 Info and Relationships (Level A)	Web: Partially Supports	<p>Web: Some of the product’s content ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> Some headings have structural markup that does not accurately communicate the heading level.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • There are several instances across web pages using implicit headings. • Several form fields across web pages are missing programmatically associated labels. For example, the Work Order comboboxes in the lookup dialogs and the Search field. • Some form fields appear to be visually marked as required, but this is not communicated to assistive technology users. • There are instances of radio controls that are not grouped in legend/fieldset elements. • Dialogs are missing meaningful titles. • There are some instances where dialogs are missing proper structure. For example, the lookup and Alert modals. • Some data tables are not formatted using table elements. • There are a few instances where focus does not move to new content when content updates.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Some landmark regions are missing accessible names.
1.3.2 Meaningful Sequence (Level A)	Web: Supports	Web: The product contains pages whose programmatic reading order matches the visual and logical order.
1.3.3 Sensory Characteristics (Level A)	Web: Supports	Web: The product does not contain any sensory characteristics.
1.4.1 Use of Color (Level A)	Web: Partially Supports	Web: Most functions of the product do not convey information through color alone. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> Table grids row selection is indicated using color alone.
1.4.2 Audio Control (Level A)	Web: Supports	Web: The product does not contain audio that plays automatically.
2.1.1 Keyboard (Level A)	Web: Partially Supports	Web: Most functionality is operable through a keyboard interface without requiring specific timings for individual keystrokes. However, a rating of Partially Supports has been given for the following reason(s): <ul style="list-style-type: none"> There is one instance where an inactive span element is in focus order.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Several controls do not receive keyboard focus/is not operable via keyboard. For example, time, date reported, and close icon controls.
2.1.2 No Keyboard Trap (Level A)	Web: Supports	Web: The product does not include keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web: Supports	Web: The product does provide character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Web: Supports	Web: The product does not have content that is time limited.
2.2.2 Pause, Stop, Hide (Level A)	Web: Supports	Web: The product does not include elements which move, blink, scroll, or auto-update.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports	Web: The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Web: Supports	Web: The product does not require a mechanism to skip past repetitive content.
2.4.2 Page Titled (Level A)	Web: Supports	Web: The title of product pages describe their purpose.
2.4.3 Focus Order (Level A)	Web: Partially Supports	Web: Most of the product's controls receive focus in an order that preserves meaning and operability. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> The focus order for some of the content does not match expected focus order.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> There are a few instances where focus does not move to new content when content updates.
2.4.4 Link Purpose (In Context) (Level A)	Web: Supports	Web: The product's links are understandable within their context.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports	Web: The product does not require pointer gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	Web: The product does not require pointer cancellation.
2.5.3 Label in Name (Level A 2.1 only)	Web: Partially Supports	<p>Web: Most of product's interface component has labels include text, the name containing the text is presented visually. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> Several form fields across web pages missing programmatic associated labels.
2.5.4 Motion Actuation (Level A 2.1 only)	Web: Supports	Web: The product does not have functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Web: Supports	Web: The product programmatically indicates the default human language used on each page.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A)	Web: Partially Supports	<p>Web: Most of the product's controls do not change context upon receiving focus. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • There is one instance where focus is forcibly shifted without user request.
3.2.2 On Input (Level A)	Web: Partially Supports	<p>Web: The product generally does not initiate a change in context when the setting of a user interface component is changed, except where a user has been advised of that behavior. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • When pressing ENTER key on few comboboxes, such as All Activities, focus moves to the submit icon control without the user being advised. • Some select dropdown controls change the page as soon as the selection is changed without user request.
3.3.1 Error Identification (Level A)	Web: Partially Supports	<p>Web: The product mostly indicates specifically which input is in error, using a text description,</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>when such errors are detected. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> In some cases, the required fields that are not completed on save are only indicated with color and an icon.
<p>3.3.2 Labels or Instructions (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: The product mostly provides programmatically identifiable labels and instructions for user input fields. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> Required fields are indicated programmatically, but a red asterisk that appears to be indicating which fields are required visually is not indicated with a key. Some form fields are missing visual labels or programmatic associated labels.
<p>4.1.1 Parsing (Level A)</p>	<p>Web: Supports</p>	<p>Web: The product's content does not contain parsing issues.</p>
<p>4.1.2 Name, Role, Value (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: The product includes many user interface components whose name, role and value (as well as states and properties) can be determined and set programmatically. However, a</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The Chart iframe is missing an accessible name. • Several form fields across web pages are missing programmatic associated labels. • Some form fields appear to be visually marked as required but do not communicate the same information to assistive technology users. • There are instances of radio controls that are not grouped in legend/fieldset elements. • Dialogs are missing meaningful titles. • There are a few instances where dialogs are missing proper structures. For example, the Lookup and Alert modals. • The role of presentation is use inappropriately on most elements on the pages. • Chevron controls that expand and collapse sections of a form or page are missing accessible name and state information.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> The currently selected state when a listbox option is toggled is not conveyed to non-sighted screen reader users.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supports	Web: The product does not contain live multimedia content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Supports	Web: The product does not contain synchronized multimedia content.
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	Web: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Web: Partially Supports	<p>Web: The product contains some instances that do not identify input purpose for common input fields. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> Some common text input fields are missing autocomplete attributes.
1.4.3 Contrast (Minimum) (Level AA)	Web: Partially Supports	Web: The product mostly provides sufficient contrast between text and backgrounds. However, a

Criteria	Conformance Level	Remarks and Explanations
		rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> Several instances where label and control text do not provide sufficient color contrast.
1.4.4 Resize text (Level AA)	Web: Does Not Support	Web: The product does restrict or disable text resizing. Content does not become obscured or unavailable upon text resizing.
1.4.5 Images of Text (Level AA)	Web: Supports	Web: The product does not contain images of text unless they are essential.
1.4.10 Reflow (Level AA 2.1 only)	Web: Partially Supports	Web: The product is designed to be responsive, requiring two-dimensional scrolling to access most content when viewed at smaller screen sizes and/or with browser zoom. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> Some instances where the content is cut-off or requires horizontal scrolling when the horizontal width is 320 CSS pixels.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Partially Supports	Web: Most of the visual presentation of non-text content across the product has a contrast

Criteria	Conformance Level	Remarks and Explanations
		<p>ratio of at least 3:1. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> Some input field outlines have an insufficient contrast ratio.
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p>	<p>Web: Partially Supports</p>	<p>Web: The product mostly supports custom text spacing without loss of the content and functionality. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> There are some instances where content is clipped after overriding text spacing.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p>	<p>Web: Supports</p>	<p>Web: The product includes content that becomes available on hover and on focus, that can be dismissed by users without losing their location as well as content that is hoverable, focusable, and remains persistent until the user dismisses it.</p>
<p>2.4.5 Multiple Ways (Level AA)</p>	<p>Web: Supports</p>	<p>Web: The product provides multiple ways for users to locate the required content.</p>
<p>2.4.6 Headings and Labels (Level AA)</p>	<p>Web: Supports</p>	<p>Web: The product's Headings and Labels are provided and unique.</p>

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Web: Partially Supports	<p>Web: Focus is visible within product. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> When focus lands on some data grids, there is no visual indication of where the user is focused when using a keyboard only.
3.1.2 Language of Parts (Level AA)	Web: Supports	Web: The product does not include content in a secondary language.
3.2.3 Consistent Navigation (Level AA)	Web: Supports	Web: The product provides consistent navigation mechanisms on all pages.
3.2.4 Consistent Identification (Level AA)	Web: Supports	Web: The product identifies elements consistently on all the pages.
3.3.3 Error Suggestion (Level AA)	Web: Supports	Web: When errors occur, suggestions are provided on how to resolve them.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supports	Web: The product does not require legal or financial data.
4.1.3 Status Messages (Level AA 2.1 only)	Web: Partially Supports	Web: Most status messages can be programmatically determined through role or properties such that they can be presented to users of assistive technology without receiving focus. However, a rating of Partially Supports has

Criteria	Conformance Level	Remarks and Explanations
		<p>been given for the following reason:</p> <ul style="list-style-type: none"> Some of status messages that are visually appear on the top of the page are not being announced to non-sighted screen reader users.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated