

# Infor Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version:** Infor Workforce Management

**Product Description:** Time and attendance software is key to controlling labor costs, and it is the top priority of companies of every size, in every industry. Infor's Workforce Management (WFM) solutions offer a comprehensive suite of modules that align labor management with corporate strategy. Integrated schedule optimization, absence management, and time and attendance modules address every aspect of labor performance.

**Date:** July 2018

**Contact information:** Dan Miller [dan.miller@infor.com](mailto:dan.miller@infor.com)

**Notes:** This supersedes the report dated March 9, 2015. This conformance report applies to the Web and mobile web interfaces to the application. It excludes hardware clocks, which are not made by WFM.

**Evaluation Methods Used:** Testing is based on general product knowledge and testing with assistive technologies

## 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, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A Yes Level AA Yes Level AAA No
<del>Section 508 as published in 2017, at <a href="http://www.Section508.govRevised">http://www.Section508.govRevised</a></del>	Yes

[Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017](#)  
[Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018](#)

EN 301 549 \_Accessibility requirements suitable for public procurement of ICT products and services in Europe, - [V1.1.2 \(2015-04\)](#) at <http://mandate376.standards.eu/standard>

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.
- **Supports with Exceptions:** 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 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 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: Applies to the WFM web application. Physical hardware clocks are resold from another provider.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports with Exceptions	Some UI controls are not yet 508 compliant. Compliance will be achieved with the ongoing replacement of the UI controls. This is an ongoing effort.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Does Not Support	
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports with Exceptions	Complex scheduling pages nested many levels have no default “meaningful” sequence”.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports with Exceptions	
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports with Exceptions	
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports with Exceptions	Certain charts are not navigable via the keyboard. In these cases, an alternate format to navigate the data directly is provided.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Does Not Support	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports with Exceptions	Complex scheduling pages nested many levels have no default “meaningful” sequence.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports with Exceptions	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports with exceptions	
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports with Exceptions	

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Supports	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports with Exceptions	Compliance will be achieved with the ongoing replacement of the UI controls with compliant controls. This is an ongoing effort.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports with Exceptions	Clock geo-location map images have not been fully vetted at this time.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports with Exceptions	

## 2017 Section 508 Report

Notes:

### Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Compliance will be achieved with the ongoing replacement of the UI controls with compliant controls. Some components do not work properly with a screen reader such as JAWS. This is an ongoing effort.
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports with Exceptions	
302.8 With Limited Reach and Strength	Supports with Exceptions	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	Back Office functions such as those used by trained managers and administrative personnel require full cognitive abilities.

## Chapter 4: Hardware

Notes: If necessary, WFM application can be connected to physical hardware clocks for the purpose of capturing punches (e.g. ON and OFF). WFM does not create its own clocks but partner with multiple clock vendors. Clock evaluation is not included in any section of this document.

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports with Exceptions	Compliance will be achieved with the ongoing replacement of the UI controls with compliant controls. This is an ongoing effort. High-contrast will be added as an accessibility feature.
502.2.2 No Disruption of Accessibility Features	Supports	
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	We interpret this as applying to platforms and platform toolkits/applications. As a web application, none of the items in this section are applicable.
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Supports	
502.3.4 Values	Supports	
502.3.5 Modification of Values	Supports	
502.3.6 Label Relationships	Supports	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Supports	
<b>503 Applications</b>	Heading cell – no response	Heading cell – no response

Criteria	Conformance Level	Remarks and Explanations
	required	required
503.2 User Preferences	Supports	The 503.2 Exception criteria are met
503.3 Alternative User Interfaces	Supports	
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	
503.4.2 Audio Description Controls	Supports	
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	
504.2.2 PDF Export	Not applicable	
504.3 Prompts	Not applicable	
504.4 Templates	Not applicable	

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports with Exceptions	The documentation does not describe how to use assistive technologies with ICT
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	

## Legal Disclaimer (Company)

*Include your company legal disclaimer here, if needed*



# Infor Talent Science Accessibility Conformance Report

## WCAG Edition

VPAT® Version 2.3 (Revised) – April 2019

**Name of Product/Version:** Infor Talent Science

### Product Description:

Infor is a global leader in business cloud software products for companies in industry specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems.

**Report Date:** 12/12/2019

### Contact Information:

Name: Brian Severski  
Title: Talent Science-Product Director  
Address: 641 Avenue of the Americas  
New York, NY 10011  
Phone: 469 998 2659  
Email: brian.severski@infor.com

### Notes:

### Evaluation Methods Used:

This conformance report is the result of an accessibility audit conducted by a third-party company specializing in accessibility testing, auditing, and remediation, Microassist Inc. As noted below, the audit was performed to the Web Content Accessibility Guideline (WCAG) 2.1 Level AA standard.

The audit used a combination of manual and automated tests. The following applications were used as part of the audit to identify and report potential accessibility issues:

- Desktop browsers: Chrome and Firefox
- Assistive Technologies for Manual Testing: NVDA, VoiceOver, Talkback
- Automated Testing Tools: Various tools and plugins, such as HTML\_CodeSniffer, accessibility bookmarklets, Paciello Group Color Contrast Analyzer.

## 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) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	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 2.0 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	All non-text content has sufficient alternative text when necessary.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	This site does not contain pre-recorded audio only or video only content.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	Closed captions are available for prerecorded multimedia.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	The instructional videos that are available to users before a test do not have audio description. However, the narration within the video conveys all important information.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially supports	The radio buttons presented during both the quiz and the questionnaire are not programmatically grouped.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	The content of this website is presented in such a way that a correct reading sequence can be programmatically determined.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Any instructions in regards to operating website controls do not rely on sensory characteristics.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	Color is not used as the sole means of identifying information within the website.
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	Infor Talent Science does not contain any auto playing audio that would require controls.
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	All functionality of the website can be accessed via a keyboard interface.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	There are no instances in which a user's focus would be trapped within the website.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Supports	The website does not utilize any keyboard shortcuts that would interfere with accessibility APIs.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	The only timed portion of the site is a 10 minute test in which the timing is integral to the function of the site. This time limit cannot be adjusted.

Criteria	Conformance Level	Remarks and Explanations
		NOTE: Timer is turned off when notified of an accommodation such as low vision user.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	Videos are included, but they require a user to start them. These videos also have a pause button available.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	There is no blinking or flashing content within the website.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	A “Skip to content” link is available to users on all pages so that they can skip any repeating blocks of content.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	All pages within this website have meaningful and unique titles.
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	The focus order of the website follows a logical order that would allow keyboard and screen reader users to navigate within pages.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	The purpose of each link is made clear to all users.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Supports	The website does not contain any functionality that relies on multipoint based gestures.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	This site relies on up-event activation of all actionable elements which mitigates accidental pointer input by users.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	All user interface components that have labels also have names that contain the same information.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Supports	This site does not have any features that rely on motion or user motion.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	All pages have an appropriate language attribute.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	Switching focus to any element within the site will not initiate a change in context.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	There are no unexpected changes of context due to user input throughout the website.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	Users are given alerts to errors by inline error messages present on all form fields.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	Labels and instructions are available to users when input is required.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">4.1.1 Parsing</a> (Level A)	Partially supports	The Infor Talent Science sites contain multiple HTML and CSS parsing errors. However, these do not appear to have any effects on users.  NOTE: None of the parsing errors affect the user's ability to interact with the page with or without assistive technology.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially supports	While the majority of actionable elements are named, there is an exit button on the User Agreement modal that lacks a name.

## 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 website does not contain any live multimedia presentations.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	The audio narration provides all important information within the videos on this site.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	This application does not restrict user views to a single orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports	The purpose of each input field is identified to the user when data is collected.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Partially supports	Most elements within the website have sufficient color contrast. However, the page that is displayed when a user disagrees with the Terms of Service has text that does not meet the 4.5:1 minimum contrast.
<a href="#">1.4.4 Resize text</a> (Level AA)	Does not support	Scaling text to 200% will result in text being obscured.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	Content that is not part of a logo or marketing graphic related is presented in text.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Supports	The website can be viewed at a minimum of 400% magnification without requiring scrolling in two directions.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Supports	All non-text elements have a contrast ratio greater than or equal to 3:1.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	Text spacing can be increased by minimum standards without obscuring page content.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	Content that will appear on hover or focus is hoverable and persistent.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	This site does not contain multiple means of navigating between pages. However the pages within this site must be navigated sequentially as part of an application process.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	The headings and labels provided within the site are descriptive of topic or purpose.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	A custom focus indicator has been used to clearly identify the element in focus.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	This site allows users to change global language settings which are reflected in the markup of each page.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	The navigation links present within the application always appear in the same relative order on every page.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	All buttons, links, and form fields that share the same functionality are consistently identified.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	Suggestions are available to users for fields in which errors are present.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	Infor Talent Science does not have any content that would require legal or financial data.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Partially supports	Users do not appear to be notified of the time remaining during the 10 minute quiz.

## **Legal Disclaimer (Company)**

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, Cyxtera 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.



# Infor Accessibility Conformance Report

VPAT® Version 2.1 – July 2019

**Name of Product/Version:** Infor Expense Management 10.2.x

**Product Description:** A complete HCM solution including the person record, occupational health and safety, benefits, absence, time entry, position budget management, employee relations, performance, goals, development planning, succession, compensation, talent acquisition, transition management, and self-service.

**Date:** July 2019

**Contact information:** Mike Smith / Mike.Smith@infor.com

**Notes:** This supersedes the report dated March 20, 2018. This conformance report applies to the Web and mobile web interfaces to the application and excludes the thick client administrative and developer functions.

**Evaluation Methods Used:** Testing is based on general product knowledge and testing with assistive technologies

## 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, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A Yes Level AA Yes Level AAA No
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	Yes

EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	No
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## Terms

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- **Supports with Exceptions:** 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 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 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 with Exceptions	The calendar control for choosing a date is not currently compliant.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Does not Support	
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	

# 2017 Section 508 Report

Notes:

## Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not support	This is on the product roadmap
302.2 With Limited Vision	Does not support	This is on the product roadmap
302.3 Without Perception of Color	Supports with Exceptions	While the status of records is typically represented by words, there are a few areas where color is used to indicate that further action is needed.
302.4 Without Hearing	Not Applicable	
302.5 With Limited Hearing	Not Applicable	
302.6 Without Speech	Not Applicable	
302.7 With Limited Manipulation	Does not support	This is on the product roadmap
302.8 With Limited Reach and Strength	Does not support	This is on the product roadmap
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	Advanced search facilities require full cognitive abilities.

## Chapter 4: Hardware

Notes: Not Applicable to the solution being offered.

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Does not Support	This is on the product roadmap
502.2.2 No Disruption of Accessibility Features	Does not Support	This is on the product roadmap
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Supports	

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Supports	
502.3.5 Modification of Values	Supports	
502.3.6 Label Relationships	Supports	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Supports	
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The 503.2 Exception criteria are met
503.3 Alternative User Interfaces	Does not Support	This is on the product roadmap
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports with Exceptions	The documentation does not describe how to use assistive

Criteria	Conformance Level	Remarks and Explanations
		technologies with ICT
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	

# VPAT™

## Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology" products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., "equivalent facilitation." The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

**Date:** June 12, 2018

**Name of Product:** INFOR EAM

**Contact for more Information:** Mike Stone

### Summary Table

## Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Not Applicable	
Section 1194.22 Web-based Internet Information and Applications	Supported	Infor EAM User Interface fully supports keyboard shortcuts, standard formats and disables no features designed for use by end-users with disabilities. <a href="#">See related table below</a>
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media Products	Not Applicable	



Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Supported	Infor EAM support Function Performance criteria either directly or through use of screen readers  <a href="#">See related table below</a>
Section 1194.41 Information, Documentation and Support	Supported	Information, documentation and support in compliance with requirements  <a href="#">See related table below</a>

## Section 1194.21 Software Applications and Operating Systems - Detail Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Not Applicable	
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Not Applicable	
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall	Not Applicable	

be programmatically exposed so that Assistive Technology can track focus and focus changes.		
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Not Applicable	
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Not Applicable	
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Not Applicable	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Not Applicable	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not Applicable	
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	

(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.

Not Applicable

## Section 1194.22 Web-based Internet information and applications - Detail

### Voluntary Product Accessibility Template

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supported	Every non-text element has a text equivalent via alt description
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Multimedia presentations are not used in the application.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supported	When color is used to enhance the visibility of important information (e.g., error warnings), an alternative indicator is used, usually text or an asterisk (*)
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported	Style sheets are used for color, indentation and other presentation effects, but the document is still understandable (though somewhat less visually appealing)
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Server-side image maps are not used
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	Client-side image maps are not used

<p>(g) Row and column headers shall be identified for data tables.</p>	<p>Supported</p>	<p>Implemented with EAM Grid</p>
<p>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</p>	<p>Supported</p>	<p>Implemented with EAM Grid</p>
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation</p>	<p>Supported</p>	<p>Each frame is given a title that helps the user understand the frame's purpose.</p>
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supported</p>	<p>No elements on the page flicker at a rate of 2 to 55 cycles per second, thus reducing the risk of optically-induced seizures.</p>
<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>Not Applicable</p>	<p>All information in the application is conveyed with text, so a text-only page is not required.</p>
<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p>Supported</p>	<p>Supported via assistive technology software JAWS.</p>
<p>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).</p>	<p>Supported</p>	<p>The system does not employ an applet. A link is provided to a disability-accessible assistive technology application page (e.g. JAWS assistive technology web site)</p>
<p>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supported</p>	<p>All form elements (field elements, directions, cues, etc.), have labels associated with them and are accessible via assistive technology software JAWS</p>
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supported</p>	<p>Links are provided to skip over lists of navigational menus</p>

<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Supported.</p>	<p>The system does log the user out automatically after a pre-determined period of inactivity (typically 20 minutes) in order to comply with application security requirements. The user has control over the timing of content changes.</p>
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Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

## Section 1194.23 Telecommunications Products - Detail

### Voluntary Product Accessibility Template

<i>Criteria</i>	Supporting Features	Remarks and explanations
<p>(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.</p>	<p>Not Applicable</p>	
<p>(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>	<p>Not Applicable</p>	
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	<p>Not Applicable</p>	
<p>(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for</p>	<p>Not Applicable</p>	

the user to indicate more time is required.		
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not Applicable	
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable	
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Not Applicable	
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable	
(k)(2) Products which have mechanically operated controls or keys	Not Applicable	

shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.

(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character. Not Applicable

(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound. Not Applicable

## Section 1194.24 Video and Multi-media Products - Detail

### Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display</p>	<p>Not Applicable</p>	

<p>screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>		
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	Not Applicable	
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	Not Applicable	
<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information comprehension of the content, necessary for the shall be audio described.</p>	Not Applicable	
<p>(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p>	Not Applicable	

**Section 1194.25 Self-Contained, Closed Products  
- Detail  
Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations
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<p>(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.</p>	<p>Not Applicable</p>	
<p>(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Not Applicable</p>	
<p>(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).</p>	<p>Not Applicable</p>	
<p>(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p>Not Applicable</p>	
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Not Applicable</p>	
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable</p>	

(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

Not Applicable

## Section 1194.31 Functional Performance Criteria – Detail

### Voluntary Product Accessibility Template

<i>Criteria</i>	<i>Supporting Features</i>	<i>Remarks and explanations</i>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supported	All information provided by the application is either text or labeled markup. Support for screen readers is provided
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supported	Functionality provided by the web browser as well as support for screen readers is provided.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Not Applicable	Operation of the Application does not require user hearing
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for	Not Applicable	The Application does not utilize or employ any audio or audio information.

assistive hearing devices shall be provided.		
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Not Applicable	Speech is not required by the forms filling application.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supported	The application can be run with simple keystrokes (e.g., tab, space, alpha keys) and does not require fine motor controls or simultaneous actions.

**Section 1194.41 Information, Documentation and Support – Detail**  
**Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supported	Support documentation is available through the application in HTML formats at no additional charge.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supported	A description of the accessibility and compatibility features in alternate formats will be provided on request, at no additional charge.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Infor provides technical support for all of its products through e-mail, voice (telephone), documentation, and on-site training.  Electronic support is available through <a href="http://www.inforxtreme.com">http://www.inforxtreme.com</a>

		or by calling support through phone numbers available at <a href="http://www.infor.com/support/contact-support">http://www.infor.com/support/contact-support</a> .
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# Infor Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version: Infor Global HR and Talent Management**

**Product Description: A complete HCM solution including the person record, occupational health and safety, benefits, absence, time entry, position budget management, employee relations, performance, goals, development planning, succession, compensation, talent acquisition, transition management, and self-service.**

**Date: July 2018**

**Contact information: Dan Miller dan.miller@infor.com**

**Notes: This supersedes the report dated March 9, 2015. This conformance report applies to the Web and mobile web interfaces to the application and excludes the thick client administrative and developer functions.**

**Evaluation Methods Used:** Testing is based on general product knowledge and testing with assistive technologies

## 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, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A Yes Level AA Yes Level AAA No
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in	Yes

the Federal Register on January 22, 2018	
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	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.
- **Supports with Exceptions:** 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 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 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 with Exceptions	The calendar control for choosing a date is not currently compliant.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports with Exceptions	Certain charts are not navigable via the keyboard. In these cases, an alternate format to navigate the data directly is provided.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	Customers may add content that does not confirm to this criterion, but this content is non-essential and non-required in the implementation of the software.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Supports	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Does not Support	
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	



Criteria	Conformance Level	Remarks and Explanations
AA)		

## 2017 Section 508 Report

Notes:

### Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Some components do not work properly with a screen reader such as JAWS
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	Back Office functions such as those used by trained HCM professionals including Payroll, Benefits, and Talent Management require full cognitive abilities.

### Chapter 4: Hardware

Notes: Not Applicable to the solution being offered.

### Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.2.1 User Control of Accessibility Features	Does not Support	
502.2.2 No Disruption of Accessibility Features	Supports	
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Supports	
502.3.4 Values	Supports	
502.3.5 Modification of Values	Supports	
502.3.6 Label Relationships	Supports	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Supports	
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The 503.2 Exception criteria are met
503.3 Alternative User Interfaces	Supports	
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	
503.4.2 Audio Description Controls	Supports	
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	
504.2.2 PDF Export	Not applicable	
504.3 Prompts	Not applicable	
504.4 Templates	Not applicable	

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports with Exceptions	The documentation does not describe how to use assistive technologies with ICT
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	

# BIRST Accessibility Conformance Report

## WCAG Edition

VPAT® Version 2.3 – December 2018

**Name of Product/Version:** Birst 7.1

**Product Description:** Birst is an end-to-end platform that delivers all the capabilities for BI implementation needs: ETL and data preparation, data visualization, reporting and analysis, on any device.

**Date:** July 26th, 2019

**Contact information:**

**Notes:** This VPAT pertains to Dashboard “View” mode only and not Dashboard “Edit/Create” mode and other Birst modules such as Visualizer and Designer.

**Evaluation Methods Used:** Manual testing using various browser agents, assistive technologies, and inspection tools.

**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, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (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

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)	Partially Supports	Alternative text in Dashboard view mode available for the following specific Dashboard objects: 1) Image 2) HTML 3) Web Page
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	Does not contain Audio-only or Video-only pre-recorded content.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	Does not contain Prerecorded content.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	Does not contain Prerecorded content.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Partially Supports	Dashboards can be laid out to be read in a specific way. However, a screen reader may not read it in the sequence matching the visual flow intended by the dashboard creator.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Information is conveyed using multiple indicators.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	Color is used to convey information, but color is not used in isolation.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	Does not contain audio content.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	Most elements in Dashboard view mode are keyboard navigable. However, some elements like certain sub-menus are not completely keyboard navigable.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Partially Supports	Not many keyboard traps were found. However, a noticeable keyboard trap is: 1) Collections Manager (after pressing <i>Enter</i> to open Collections manager, pressing escape may create a keyboard trap).
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not Applicable	Does not contain timers.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not Applicable	Does not contain moving, blinking, scrolling, or auto-updating information.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not Applicable	Does not contain flashing text.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Not Applicable	Does not contain repeated blocks of content.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	Page titles are used effectively to help assist in understanding.
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	The static focus order programmed in is going from left to right and then top to bottom on dashboard elements. This seems to be the most intuitive approach to preserve meaning. Tabbing order cannot be changed.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	Links can be titled by the user.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	Birst uses the “lang” tag in the <html> element.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	If a component receives focus, it does not initiate change of context.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	Unexpected changes of context do not occur with changes in the settings of a user interface component.
<a href="#">3.3.1 Error Identification</a> (Level A)	Not Applicable	Does not contain error detection.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Partially Supports	Generally, the platform is well labeled.
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	Birst has both start and end tags as well as nesting appropriately. Birst uses various tools to enforce this consistency.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	Only certain components can account for changes in the Document Object Model.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	Does not contain live audio content.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	Does not contain prerecorded content.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Partially Supports	Some of the elements will comply with the contrast ratio needed.
<a href="#">1.4.4 Resize text</a> (Level AA)	Partially Supports	Some elements do not scale properly. Some elements like KPI's are auto-sized based on a variety of factors.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Not Applicable	Do not have images of text.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Not Applicable	
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Partially Supports	Headings and Labels are provided in most places.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially Supports	Most elements have focus box when navigating using keyboards. Notable exceptions include: 1) Few items in sub-menu of Global navigations bar. 2) Few items in sub-menu of Collections Manager.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Does Not Support	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Not Applicable	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Not Applicable	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Not Applicable	Does not contain error detection.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not Applicable	Does not contain any legal commitments, financial transactions, or user controllable data changes within a data storage system.



# Infor Voluntary Product Accessibility Template®

## Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

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**Last Updated:** March 9, 2015

**Name of Product:** Infor HR Service Delivery

**Contact for more Information (name/phone/email):** Kenneth Fung / (310) 862 4275 / kenneth.fung@infor.com

### *Summary Table*

## **VPAT™**

### **Voluntary Product Accessibility Template®**

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 <a href="#">Software Applications and Operating Systems</a>	Not Applicable	Not applicable to this product.
Section 1194.22 <a href="#">Web-based</a>	Does Not Support	Will be

<a href="#">Internet Information and Applications</a>		addressed as part of product road map.
Section 1194.23 <a href="#">Telecommunications Products</a>	Not Applicable	Not applicable to this product.
Section 1194.24 <a href="#">Video and Multi-media Products</a>	Not Applicable	Not applicable to this product.
Section 1194.25 <a href="#">Self-Contained, Closed Products</a>	Not Applicable	Not applicable to this product.
Section 1194.26 <a href="#">Desktop and Portable Computers</a>	Not Applicable	Not applicable to this product.
Section 1194.31 <a href="#">Functional Performance Criteria</a>	Supports With Exceptions	Exceptions will be addressed as part of product road map.
Section 1194.41 <a href="#">Information, Documentation and Support</a>	Supports With Exceptions	Exceptions will be addressed as part of product road map.

## ***Section 1194.21 Software Applications and Operating Systems – Detail***

### **VPAT™**

### **Voluntary Product Accessibility Template®**

<b><i>Criteria</i></b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Not Applicable	Not applicable to this product.
(b) Applications shall not disrupt or disable activated features of other	Not Applicable	Not applicable to this product.

<p>products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>		
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>

(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Not Applicable	Not applicable to this product.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	Not applicable to this product.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not Applicable	Not applicable to this product.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	Not applicable to this product.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	Not applicable to this product.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Not Applicable	Not applicable to this product.

***Section 1194.22 Web-based Internet  
information and applications – Detail***

**VPAT™**

**Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Does Not Support	Inconsistent use of these tags. Will be addressed as part of product road map.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	No multimedia presentations are utilized by the product. Any future presentations will support. Also, clients can produce their own presentations but are responsible for their own closed captioning.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Does Not Support	Color is currently relied upon in many places throughout the product. Will be addressed as part of product road map.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Does Not Support	Style sheets are currently required to operate the product. Will be addressed as part of product road map.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Supports	No image maps are utilized.
(f) Client-side image maps shall be provided instead of server-side image maps except where the	Supports	No image maps are utilized.

regions cannot be defined with an available geometric shape.		
(g) Row and column headers shall be identified for data tables.	Supports With Exceptions	Exceptions will be addressed as part of product road map.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Does Not Support	Such markup is not used consistently. Will be addressed as part of product road map.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports With Exceptions	HRSD support the requirements; however, HRSD does not enforce it. Exceptions will be addressed as part of product road map.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	The application does not have components that flicker.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Does Not Support	This could be achieved now, but does not currently exist. Our intent is to provide compliance through direct means without the need for a text-only page. Will be addressed as part of product road map.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Does Not Support	Javascript used extensively and current compatibility assistive technology compatibility is limited. Will be

		addressed as part of product road map.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Does Not Support	This could be achieved now, but does not currently exist. Will be addressed as part of product road map.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Does Not Support	Elements exist but in sum support is limited. Will be addressed as part of product road map.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	Will be addressed as part of product road map.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	Timed responses are not utilized. Any future timed responses will support.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

## ***Section 1194.23 Telecommunications Products***

### ***– Detail***

# VPAT™

## Voluntary Product Accessibility Template®

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	Not applicable to this product.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	Not applicable to this product.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	Not applicable to this product.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not Applicable	Not applicable to this product.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see	Not Applicable	Not applicable to this product.



displays.		
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not Applicable	Not applicable to this product.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	Not applicable to this product.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	Not applicable to this product.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable	Not applicable to this product.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Not Applicable	Not applicable to this product.
(k)(1) Products which have	Not Applicable	Not applicable to

mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.		this product.
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable	Not applicable to this product.
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable	Not applicable to this product.
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable	Not applicable to this product.

## ***Section 1194.24 Video and Multi-media***

### ***Products – Detail***

## **VPAT™**

## **Voluntary Product Accessibility Template®**

<b><i>Criteria</i></b>	<b><i>Supporting Features</i></b>	<b><i>Remarks and explanations</i></b>
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<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(c) All training and</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>

informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.		
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not Applicable	Not applicable to this product.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	Not applicable to this product.

**Section 1194.25 Self-Contained, Closed Products – Detail**

**VPAT™**

**Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Self contained products shall be usable	Not Applicable	Not applicable to this product.

<p>by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.</p>		
<p>(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(f) When products deliver</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>

<p>voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>		
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>

<p>position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>		
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(j)(4) Products which are freestanding, non-</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>

<p>portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>		
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**Section 1194.26 Desktop and Portable  
Computers – Detail**

**VPAT™**

**Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not Applicable	Not applicable to this product.
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	Not applicable to this product.
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular	Not Applicable	Not applicable to this product.



biological characteristics, shall also be provided.		
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable	Not applicable to this product.

## **Section 1194.31 Functional Performance**

### **Criteria – Detail**

## **VPAT™**

### **Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Does Not Support	Elements exist but support is limited. Will be addressed as part of product road map.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are	Does Not Support	Elements exist but support is limited. Will be addressed as part of product road map.

visually impaired shall be provided.		
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	Product does not utilize audio. Future audio-related functionality will comply.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	Product does not utilize audio. Future audio-related functionality will comply.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	Product does not utilize speech. Future audio-related functionality will comply.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports When Combined With Compatible AT	A function of computer and web browser in use.

**Section 1194.41 Information, Documentation  
and Support – Detail**

**VPAT™**

**Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports When Combined With Compatible AT	Documentation is provided in a PDF format.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Does Not Support	Will be addressed as part of product road map.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Does Not Support	Xtreme Support team will need to respond to this item.

# Infor Voluntary Product Accessibility Template®

## Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

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**Last Updated:** March 9, 2015

**Name of Product:** Infor Learning Management

**Contact for more Information (name/phone/email):** Kenneth Fung / (310) 862 4275 / kenneth.fung@infor.com

### *Summary Table*

## **VPAT™**

### **Voluntary Product Accessibility Template®**

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 <a href="#">Software Applications and Operating Systems</a>	Supports With Exceptions	NOTE: Responses in this section deal with the LMS

		Content Creator authoring tool which is an optional installed windows application that some clients license for e-learning creation. Exceptions will be addressed as part of product road map.
Section 1194.22 <a href="#">Web-based Internet Information and Applications</a>	Supports With Exceptions	NOTE: Responses in this section deal with the web-based components of the LMS. Exceptions will be addressed as part of product road map.
Section 1194.23 <a href="#">Telecommunications Products</a>	Not Applicable	Not applicable to this product.
Section 1194.24 <a href="#">Video and Multi-media Products</a>	Supports	It is the responsibility of the author of any content delivered via the LMS platform to design content which complies with the standards set forth in this section.
Section 1194.25 <a href="#">Self-Contained, Closed Products</a>	Not Applicable	Not applicable to this product.
Section 1194.26 <a href="#">Desktop and Portable Computers</a>	Not Applicable	Not applicable to this product.
Section 1194.31 <a href="#">Functional Performance Criteria</a>	Supports With Exceptions	Exceptions will be addressed as part of product road map.
Section 1194.41 <a href="#">Information,</a>	Does Not Support	Will be

[Documentation and Support](#)

addressed as part of product road map.

## **Section 1194.21 Software Applications and Operating Systems – Detail**

### **VPAT™**

### **Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p>Supports With Exceptions</p>	<p>NOTE: Responses in this section deal with LMS Content Creator as it is an installed Windows application.</p> <p>The LMS Content Creator product uses standard Microsoft controls which are designed to facilitate navigation, etc. when used with compatible ATs. Some features require "drag &amp; drop" action using a mouse. E.g. Reordering pages or moving files between folders in Repository.</p> <p>Additional testing is required in this area. Exceptions will be addressed as part of product road map.</p>
<p>(b) Applications shall not disrupt or disable activated features of</p>	<p>Supports With Exceptions</p>	<p>The LMS Content Creator does not have any capabilities which</p>

<p>other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>		<p>are engineered to subvert application or operation system features which are designed to enhance accessibility. However, additional testing is required to confirm that any products or operating system capabilities which are designed to enhance accessibility are not impacted by the Content Creator application.</p> <p>Exceptions will be addressed as part of product road map.</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supports With Exceptions</p>	<p>The LMS Content Creator product uses standard Microsoft controls which are designed to operate consistently with this requirement. However, a complete review of all Content Creator functions would be required to confirm that every capability in the LMS Content Creator supports this requirement.</p> <p>NOTE: The application user interface is based on MS Office like "Ribbion design" which enables the user to toggle this UI in 3 colors.</p> <p>Exceptions will be addressed as part of product road map.</p>
<p>(d) Sufficient information about a</p>	<p>Supports With Exceptions</p>	<p>The LMS Content Creator product uses</p>

<p>user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>		<p>standard Microsoft controls which are designed to operate consistently with this requirement. However, a complete review of all Content Creator functions would be required to confirm that every capability in the LMS Content Creator supports this requirement.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports With Exceptions</p>	<p>The LMS Content Creator product uses standard Microsoft controls which are designed to operate consistently with this requirement. However, a complete review of all Content Creator functions would be required to confirm that every capability in the LMS Content Creator supports this requirement. Exceptions will be addressed as part of product road map.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supports With Exceptions</p>	<p>The LMS Content Creator product uses standard Microsoft controls which are designed to operate consistently with this requirement. However, a complete review of all Content Creator functions would be required to confirm that every capability in the LMS Content Creator supports this requirement. Exceptions will be addressed as part of product road map.</p>



<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports With Exceptions</p>	<p>The LMS Content Creator product uses standard Microsoft controls which are designed to operate consistently with this requirement. However, a complete review of all Content Creator functions would be required to confirm that every capability in the LMS Content Creator supports this requirement. Exceptions will be addressed as part of product road map.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Supports</p>	<p>The LMS content creator product does not rely on animations in the user interface to convey information to the user. However,, it is possible to create content using LMS Content Creator which supports animation; if this functionality is leveraged it is the responsibility of the content author to develop the content in a manner consistent with these standards.</p>
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports With Exceptions</p>	<p>The LMS Content Creator uses color coding to represent information in some cases. For example, Items in the Repository checked out by other users are marked as Red; However, the product also displays the name of author who has the item checked out). Therefore, these</p>

		<p>colors are not the sole mechanism for communicating the status. It should also be noted that it is possible to create elearning content using Content Creator that leverages color coding to convey status. Therefore, it is the responsibility of the author creating content to design content in a manner consistent with these standards.</p> <p>A complete review of all Content Creator functions would be required to confirm that every capability in the LMS Content Creator supports this requirement.</p> <p>Exceptions will be addressed as part of product road map.</p>
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Supports</p>	<p>The LMS content Creator application does not provide facilities which enable the user to adjust color or contrast settings.</p>
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<p>No functionality in the LMS content creator relies on flashing or blinking text.</p>
<p>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including</p>	<p>Supports With Exceptions</p>	<p>The LMS Content Creator product uses standard Microsoft controls which are designed to operate consistently with this requirement. However, a complete review of</p>

all directions and cues.		all Content Creator functions would be required to confirm that every capability in the LMS Content Creator supports this requirement. Exceptions will be addressed as part of product road map.
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**Section 1194.22 Web-based Internet  
information and applications – Detail**

**VPAT™**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports With Exceptions	Established development standards for the LMS product require all non-text elements to be implemented with a text equivalent via an ALT tag. However, a complete review of all functions would be required to confirm that every capability in the product supports this requirement. Exceptions will be addressed as part of product road map.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	The LMS product does not contain any multimedia presentations. However, it is possible to create content using authoring

		tools which support multimedia presentations; if this functionality is leveraged it is the responsibility of the content author to develop the content in a manner consistent with these standards.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports With Exceptions	The LMS product does not rely solely on color to convey information to the user. However, a complete review of all product functions would be required to confirm that every capability in the LMS supports this requirement. Exceptions will be addressed as part of product road map.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Does Not Support	The LMS product uses CSS style sheets heavily to control the visual presentation of the product. Currently, the interface of the product does not function properly or display information correctly with CSS functionality is disabled.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Supports	The LMS product does not rely on server-side image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Supports	The LMS product does not contain any image maps. However, it is possible to create content using authoring tools which contain image maps; if this functionality is leveraged it is the responsibility of the content author to develop the content in a manner consistent with these standards.

<p>(g) Row and column headers shall be identified for data tables.</p>	<p>Supports With Exceptions</p>	<p>A complete review of all functions would be required to confirm that every capability in the product supports this requirement. Exceptions will be addressed as part of product road map.</p>
<p>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</p>	<p>Supports With Exceptions</p>	<p>A complete review of all functions would be required to confirm that every capability in the product supports this requirement. Exceptions will be addressed as part of product road map.</p>
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation</p>	<p>Supports With Exceptions</p>	<p>A complete review of all functions would be required to confirm that every capability in the product supports this requirement. Exceptions will be addressed as part of product road map.</p>
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	
<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>Supports With Exceptions</p>	<p>No text-only page is available. Our intent is to provide compliance through direct means without the need for a text-only page.</p>
<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p>Supports With Exceptions</p>	<p>A complete review of all functions would be required to confirm that every capability in the product supports this requirement. Exceptions will be addressed as part of product road map.</p>
<p>(m) When a web page requires</p>	<p>Supports With</p>	<p>The LMS Administrator</p>

<p>that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	<p>Exceptions</p>	<p>application requires the Microsoft Silverlight plug-in. This technology supports these standards. However, a complete review of all LMS Administrator functions would be required to confirm that every capability in the product supports these requirements. Exceptions will be addressed as part of product road map.</p>
<p>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports With Exceptions</p>	<p>The LMS product uses standard HTML controls which are designed to operate consistently with this requirement. However, a complete review of all product functions would be required to confirm that every capability in the product supports this requirement. Exceptions will be addressed as part of product road map.</p>
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports</p>	<p>The LMS application does not present content using repetitive application links.</p>
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Supports With Exceptions</p>	<p>The LMS product does not contain any functionality which requires a timed response from the user. However, it is possible to create content using authoring tools which may require a timed response from the user; if this functionality is leveraged it is the responsibility of the content author to</p>

		develop the content in a manner consistent with these standards. Exceptions will be addressed as part of product road map.
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Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

## ***Section 1194.23 Telecommunications Products***

### ***– Detail***

## **VPAT™**

### **Voluntary Product Accessibility Template®**

<b><i>Criteria</i></b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	Not applicable to this product.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal	Not Applicable	Not applicable to this product.

protocols.		
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	Not applicable to this product.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not Applicable	Not applicable to this product.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	Not applicable to this product.
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not Applicable	Not applicable to this product.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	Not applicable to this product.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	Not applicable to this product.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and	Not Applicable	Not applicable to this product.



assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.		
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Not Applicable	Not applicable to this product.
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable	Not applicable to this product.
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable	Not applicable to this product.
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable	Not applicable to this product.
(k)(4) Products which have mechanically operated controls or	Not Applicable	Not applicable to this product.

keys shall comply with the following:  
 The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.

## ***Section 1194.24 Video and Multi-media***

### ***Products – Detail***

## **VPAT™**

### **Voluntary Product Accessibility Template®**

<b><i>Criteria</i></b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not</p>	<p>Supports</p>	<p>It is the responsibility of the author of any content delivered via the LMS platform to design content which complies with the standards set forth in this section.</p>

they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Supports	It is the responsibility of the author of any content delivered via the LMS platform to design content which complies with the standards set forth in this section.
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Supports	It is the responsibility of the author of any content delivered via the LMS platform to design content which complies with the standards set forth in this section.
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Supports	It is the responsibility of the author of any content delivered via the LMS platform to design content which complies with the standards set forth in this section.
(e) Display or presentation of alternate	Supports	It is the responsibility of the author of any content delivered via the LMS

text presentation or audio descriptions shall be user-selectable unless permanent.		platform to design content which complies with the standards set forth in this section.
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## **Section 1194.25 Self-Contained, Closed Products – Detail**

### **VPAT™**

### **Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	Not applicable to this product.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Not applicable to this product.
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	Not applicable to this product.
(d) When biometric forms of user identification or	Not Applicable	Not applicable to this product.

<p>control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>		
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>

<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the</p>	<p>Not Applicable</p>	<p>Not applicable to this product.</p>

reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.		
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.	Not Applicable	Not applicable to this product.
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	Not Applicable	Not applicable to this product.

**Section 1194.26 Desktop and Portable  
Computers – Detail**

**VPAT™**

**Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and</b>
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		<b>explanations</b>
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not Applicable	Not applicable to this product.
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	Not applicable to this product.
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	Not applicable to this product.
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable	Not applicable to this product.

***Section 1194.31 Functional Performance***

***Criteria – Detail***

**VPAT™**

**Voluntary Product Accessibility Template®**



<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports With Exceptions	While the LMS application has been implemented using standard controls and methods which should be capable of functioning correctly when used with Assistive Technologies, further testing to determine the level of compliance with ATs is required. Exceptions will be addressed as part of product road map.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports With Exceptions	While the LMS application has been implemented using standard controls and methods which should be capable of functioning correctly when used with Assistive Technologies, further testing to determine the level of compliance with ATs is required. Exceptions will be addressed as part of product road map.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	The LMS application does not require audio queues. However, it is the responsibility of clients creating training content to develop it in a manner consistent with these standards.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive	Supports	There are no functions in the LMS product that depend on audio output or input.

hearing devices shall be provided.		
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	There are no functions in the LMS product that depend on audio output or input.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports With Exceptions	The LMS product enables clients to create content which require the user to drag and drop text or images to respond to an assessment question. However, these types of assessment questions are not mandatory. It is the responsibility of clients creating training content to develop it in a manner consistent with these standards. Exceptions will be addressed as part of product road map.

**Section 1194.41 Information, Documentation  
and Support – Detail**

**VPAT™**

**Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided	Does Not Support	Documentation is available online only. Documentation will be made accessible.

<p>to end-users shall be made available in alternate formats upon request, at no additional charge</p>		<p>Will be addressed as part of product road map.</p>
<p>(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.</p>	<p>Does Not Support</p>	<p>Will be addressed as part of product road map.</p>
<p>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</p>	<p>Does Not Support</p>	<p>Xtreme Support team will need to respond to this item.</p>



# Infor SyteLine ERP 9 Accessibility Review Document November 2013

## Overview

The information contained within this Accessibility Review Document (ARD) is the result of a third-party performing a high-level audit. The audit tested the compliance of Infor SyteLine ERP 9 (Syteline, version 9.00) with the requirements of Section 508 of the Rehabilitation Act of 1973 as Amended (1998). Both the software application client and the web client were tested and are covered by this document. The testing methodology included extensive manual testing techniques, code review and testing with the leading assistive technologies.

SyteLine is not compliant with the relevant Section 508 requirements<sup>1</sup>. Both of its clients fail to meet the letter and intent of many of the most important technical and functional requirements.

Syteline's software client is inaccessible from the keyboard for a variety of reasons. Its Design Mode and some other application features require a mouse to perform drag and drop operations. A number of keyboard traps occur that block access to portions of the affected screens, and some interactive elements do not receive keyboard focus at all. Problems also occur with the software client's context menus and combo boxes. The software client does not provide accessible names for its form controls, toolbar buttons, graphs and other controls. It also does not support the OS High Contrast mode. The most severe problem, however, is that the leading screen reader, JAWS, is completely unable to see or announce any content or controls within the software client's screens.

The web client also has a wide variety of high severity accessibility problems. Textual equivalents are not provided for its images and other non-text elements. It fails to provide the structural markup necessary for comprehension and navigation through page content and data tables. Form controls are not explicitly labeled, and the web client's uses of simulated form controls do not provide full keyboard functionality and textual equivalents. Web client sessions also time out without providing a method to extend the session. As with the software client, the web client is essentially inaccessible to keyboard-only users, and for similar reasons. A wide variety of active elements do not receive keyboard focus and therefore cannot be triggered from the keyboard. A mouse is required to resize content panels and data grid columns and to create column groupings within data grids. A number of keyboard traps also occur within the web client that prevent keyboard access to elements beyond a specific point. Programmatic focus is not properly managed within the web client's simulated dialogs, and visual keyboard focus is not provided on some important components.

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<sup>1</sup> § 1194.21 – Software Applications and Operating Systems (the software application client)  
§ 1194.22 – Web-based Intranet and Internet Information and Applications (the web client)  
§ 1194.31 – Functional Performance Criteria (both clients)



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**Compliance Summary**

Criteria	Supported
<a href="#">Section 1194.21 Software Applications and Operating Systems</a>	<b>Level of Support Varies by Individual Requirement. Please reference details in 1194.21.</b>
<a href="#">Section 1194.22 Web-based Intranet and Internet Information and Applications</a>	<b>Level of Support Varies by Individual Requirement. Please reference details in 1194.22.</b>
Section 1194.23 Telecommunications Products	Not Applicable
Section 1194.24 Video and Multi-media Products	Not Applicable
Section 1194.25 Self-Contained, Closed Products	Not Applicable
Section 1194.26 Desktop and Portable Computers	Not Applicable
<a href="#">Section 1194.31 Functional Performance Criteria</a>	<b>Level of Support Varies by Individual Requirement. Please reference details in 1194.31.</b>
Section 1194.41 Information, Documentation and Support	Applicable - Not Tested

**Support Levels**

Support Level	Description
<b>Supports</b>	SyteLine fully meets the letter and intent of the Criteria.
<b>Supports with Exceptions/Minor Exceptions</b>	SyteLine does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.
<b>Supports through Equivalent Facilitation</b>	SyteLine provides an alternate way to meet the intent of the Criteria.
<b>Supports when combined with Compatible AT</b>	SyteLine fully meets the letter and intent of the Criteria when used in combination with Compatible AT.
<b>Does Not Support</b>	SyteLine does not meet the letter or intent of the Criteria.
<b>Not Applicable</b>	The Criteria does not apply.
<b>Not Applicable - Fundamental Alteration Exception Applies</b>	A Fundamental Alteration of SyteLine is required to meet the Criteria.
<b>Applicable - Not Tested</b>	The Standard is applicable but was not tested.



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**§ 1194.21 Software Applications and Operating Systems**

<b>Criteria</b>	<b>Support Level</b>	<b>Remarks and Explanations</b>
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p><b>Does Not Support</b></p>	<p>A significant number of controls and application functionality is inaccessible from the keyboard.</p> <p>The Design Mode is completely inaccessible from the keyboard, as it requires a mouse to perform drag and drop operations to move controls. Similarly, only mouse users are able to resize content panes to customize their display. Also, within grid controls, column widths cannot be adjusted except by use of a mouse, and some cells' values are truncated.</p> <p>Several keyboard traps occur within the software client. First, keyboard focus becomes trapped within the main toolbar; the tab order cycles between the active toolbar buttons, and it is not possible to tab beyond the toolbar in either the forward or reverse direction using Tab or Shift+Tab. Also, within a number of screens, the forward tab order is limited to a small subset of the overall controls, cycling rather than moving on to the remainder of the screen's active elements. Examples include the Customers form, Data Search, and Executive Dataviews A/R. Finally, once a combo box receives keyboard focus, it is not possible to tab backward to controls prior to the combo box.</p> <p>In some controls, such as grids used in DataSearch and Design Mode, the controls that display additional content are not keyboard accessible.</p> <p>Context menus are used very extensively in the software client, but they cannot be invoked from the keyboard. Some operations are offered via other methods of access, but not all.</p> <p>Combo boxes cannot be opened with standard or documented keyboard</p>



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Criteria	Support Level	Remarks and Explanations
		<p>commands, and only mouse users are able to view all options.</p> <p>Other keyboard accessibility problems of lower severity or frequency also occur.</p>
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p><b>Does Not Support</b></p>	<p>Screen readers are unable to announce any content in the software client's windows, rendering the software client completely inaccessible to users who are blind.</p> <p>Also, the software client does not respond appropriately to the use of High Contrast mode; foreground and background colors either remain unchanged or controls may become unreadable.</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p><b>Supports with Exceptions</b></p>	<p>Programmatic and visual focus are sometimes out of sync.</p>
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p><b>Does Not Support</b></p>	<p>Accessible names are not provided for the software client's form controls, toolbar buttons, graphs and other controls.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p><b>Supports</b></p>	<p>The software client uses images in a consistent manner.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be</p>	<p><b>Does Not Support</b></p>	<p>Screen readers are unable to announce any content in the software client's windows, rendering it completely inaccessible to users who are blind.</p>



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<b>Criteria</b>	<b>Support Level</b>	<b>Remarks and Explanations</b>
made available is text content, text input caret location, and text attributes.		
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	<b>Does Not Support</b>	The software client does not respond appropriately to the use of High Contrast mode; foreground and background colors either remain unchanged or controls may become unrecognizable.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	<b>Not Applicable</b>	The software client does not utilize animation.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	<b>Supports</b>	The software client does not utilize color as the sole method of providing information.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	<b>Does Not Support</b>	The software client does not respond appropriately to the use of High Contrast mode, nor does it offer a variety of color contrast selections.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	<b>Supports</b>	The software client does not utilize flashing or blinking content.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	<b>Does Not Support</b>	Accessible names are not provided for the software client's form controls.





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**§1194.22 Web-based Intranet and Internet Information and Applications**

Criteria	Support Level	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	<b>Does Not Support</b>	The web client does not provide textual equivalents for its images and other non-text elements. Background images are also utilized without textual equivalents. Examples include the state, level, and role of tree controls, error icons, simulated checkboxes, the data in charts and graphs, the sort direction within data tables, the elements that trigger simulated dialogs and calendars, the selected row within a grid, and the textual indication of the boundaries of simulated dialogs.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	<b>Not Applicable</b>	The web client does not utilize multimedia.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	<b>Supports with Minor Exceptions</b>	In a few cases, color is the sole method of indicating selection.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	<b>Does Not Support</b>	The web client requires style sheets to be enabled for its content to be readable and functional.  It also utilizes implicit headings rather than providing the appropriate structural markup.
(e) Redundant text links shall be provided for each active region of a server-side image map.	<b>Not Applicable</b>	The web client does not utilize server-side image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	<b>Not Applicable</b>	The web client does not utilize client-side image maps.
(g) Row and column headers shall be identified for data tables.	<b>Does Not Support</b>	Within the web client's data grids, column headers are properly identified, but they are rendered in a separate table from the data cells. In addition, each data row contains a nested table. This structure makes it impossible for screen readers to associate header cells and data cells.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical	<b>Does Not Support</b>	Some data grids within the web client offer expandable rows, the rendered data of which would be considered a complex



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Criteria	Support Level	Remarks and Explanations
levels of row or column headers.		data table. Per the Remarks in paragraph (g) above, the data cells cannot be associated with the header cells.
(i) Frames shall be titled with text that facilitates frame identification and navigation	<b>Not Applicable</b>	The web client does not utilize frames.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	<b>Supports</b>	The web client does not cause pages to flicker.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	<b>Not Applicable</b>	The web client does not utilize any text-only pages.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	<b>Does Not Support</b>	<p>Throughout the web client, a wide variety of keyboard accessibility problems occur that prevent keyboard-only users from being able to trigger and control interactive elements. Collectively, these problems render the web client essentially inaccessible to keyboard-only users.</p> <p>The most common problem involves controls that are not in the tab order and therefore cannot be activated with the keyboard. This includes: elements that expand tree controls; within data grids, elements that trigger the display of additional data, sort columns, display filtering options, or display summary information for columns; elements that trigger simulated dialogs and calendar controls; page tab selection; the Process buttons within the Physical Inventory flow chart; the ability to drill into data within SVG graphics; and the context menus that are offered throughout the web client.</p> <p>In other cases, elements that receive keyboard focus cannot be activated from the keyboard. The primary examples involve simulated checkboxes.</p> <p>Drag and drop functionality that requires a</p>



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Criteria	Support Level	Remarks and Explanations
		<p>mouse includes resizing content panes and resizing or grouping columns within data grids.</p> <p>Keyboard traps occur in several cases, where keyboard focus cannot be moved beyond a certain element, preventing users from utilizing other controls beyond that point.</p> <p>Issues related to the web client's uses of simulated dialogs include the failure to move focus to the start of the dialog and to restrict keyboard focus within modal dialogs.</p>
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	<b>Not Applicable</b>	The web client does not require any plug-ins.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	<b>Does Not Support</b>	<p>The web client does not provide explicit labels for its standard form controls. In addition, scripted controls are often used to simulate combo boxes and checkboxes, but they are not appropriately identified and are not fully accessible from the keyboard.</p> <p>Some of the cases of keyboard traps that were cited in paragraph (l) above involve the web client's forms. For example, once a user moves keyboard focus to one of the simulated combo boxes, it becomes impossible to tab backward (Shift+Tab) within the form.</p>
(o) A method shall be provided that permits users to skip repetitive navigation links.	<b>Supports through Equivalent Facilitation</b>	The web client does not provide a mechanism such as a skip link to move from the beginning of the page past repetitive navigation controls. However, when a page loads, it sets initial focus on an element that it considers to be the appropriate starting location for the user.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	<b>Does Not Support</b>	The web client does not offer users the opportunity to extend their session. Instead, sessions expire without warning after a fairly short period of time.



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**§ 1194.31 Functional Performance Criteria**

Criteria	Support Level	Remarks and Explanations
<p>(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.</p>	<p><b>Does Not Support</b></p>	<p>Neither the software client nor the web client is accessible to users who are blind or who utilize screen readers. Most significantly, in the software client, the leading screen reader, JAWS, is unable to detect or announce any content within the application window. Both clients exhibit a wide variety of high-severity accessibility issues, most of which have already been discussed in the Technical paragraphs above. For the software client, refer primarily to <a href="#">§1194.21</a> paragraphs (a), (b), (d), (f) and (l). For the web client, refer primarily to <a href="#">§1194.22</a> paragraphs (a), (d), (g), (h), (l), (n) and (p).</p> <p>In both clients, a few issues of a more functional nature also occur, but they are low in severity and frequency compared to the problems cited above.</p>
<p>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p>	<p><b>Supports with Exceptions</b></p>	<p>In many respects, both clients support the needs of users who have low vision and usage with screen magnification software. Most of the exceptions have already been discussed in the Technical paragraphs above. For the software client, refer primarily to <a href="#">§1194.21</a> paragraphs (g) and (j). For the web client, refer primarily to <a href="#">§1194.22</a> paragraphs (c), (d) and (p).</p> <p>In both clients, a small number of issues of a more functional nature also occur, though they are low in severity or frequency. For example, in the web client, the contrast between text and background color within the SVG graphics is insufficient.</p>
<p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>	<p><b>Supports</b></p>	<p>SyteLine does not require user hearing for operation or information retrieval.</p>
<p>(d) Where audio information is</p>	<p><b>Supports</b></p>	<p>SyteLine does not provide audio</p>



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Criteria	Support Level	Remarks and Explanations
important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		information.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	<b>Supports</b>	SyteLine does not require user speech for operation or information retrieval.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	<b>Does Not Support</b>	<p>Neither the software client nor the web client is accessible to keyboard-only users or users of speech input software. Both clients exhibit a wide variety of high-severity accessibility issues, most of which have already been discussed in the Technical paragraphs above. For the software client, refer primarily to §1194.21 paragraphs (a), (d), (f) and (l). For the web client, refer primarily to §1194.22 paragraphs (a), (l), (n) and (p).</p> <p>In both clients, a small number of issues of a more functional nature also occur. For example, within the web client, the visual indication of keyboard focus is missing from the main menu bar, the main toolbar, and some buttons.</p>



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**§ 1194.41 Information, Documentation and Support**

Criteria	Support Level	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	<b>Applicable – Not Tested</b>	
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	<b>Applicable – Not Tested</b>	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	<b>Applicable – Not Tested</b>	



# Infor Accessibility Conformance Report

## Revised Section 508 Edition

VPAT® Version 2.3 – December 2018

**Name of Product/Version:** CloudSuite Financials & Supply Management 4.0 Soho

**Product Description:** CloudSuite Financials & Supply Management is an integrated finance and supply management software suite that couples modern financial functionality with tools to track supplies and streamline order processes.

**Date:** April 2019

**Contact information:** [Mark.Oliver@infor.com](mailto:Mark.Oliver@infor.com)

### Notes:

**Evaluation Methods Used:** Testing CloudSuite Financials & Supply Management 4.0 Soho involved a combination of manual and functional testing on desktop. Level Access (Level) comprehensively tested a selection of screens representative of CloudSuite Financials & Supply Management 4.0 Soho using, among other methodology, the screen reader JAWS 2019, exclusive use of the keyboard, and manual inspection of Accessibility API output (through the use of tools such as Microsoft Inspect). Level also functionally tested several typical user flows with the screen







reader JAWS 2018, the screen magnification software ZoomText 2018, and the dictation software Dragon® NaturallySpeaking 15.

### **Applicable Standards/Guidelines**

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

<b>Standard/Guideline</b>	<b>Included in Report</b>
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on 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 2.0 Report**

Tables 1 and 2 also document conformance with:





- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Does Not Support	<p>Web: While some non-text content is available in text, a rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Images and image buttons are missing text alternatives.</li> <li>• Grid elements do not indicate attached menus.</li> <li>• Some pieces of information, such as the states or affordances of controls, are communicated only through visual means.</li> <li>• Charts and graphs do not provide text alternatives.</li> </ul>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The product does not contain audio-only or video-only content.





Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The product does not contain content that requires captions.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b>            (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The product does not contain content that requires audio description or a media alternative.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Does Not Support	<p>Web: Some information and relationships conveyed through presentation are programmatically determinable; however, a rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Form fields are missing valid labels.</li> <li>• Some headings are not semantically marked up.</li> <li>• Some pieces of information, such as the states or affordances of controls, are communicated only through visual means.</li> <li>• Some form control groups are not properly associated.</li> <li>• Some form field constraints are not properly associated with their corresponding fields.</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Some page landmarks are not identifiable.</li> </ul>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Partially Supports	<p>Web: In most cases, a correct reading sequence of page content can be programmatically determined; however, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>In some cases, the reading order of content is not logical.</li> </ul>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Instructions provided do not rely solely on sensory characteristics.
<p><b><u>1.4.1 Use of Color</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Partially Supports	<p>Web: In most cases, color is not the sole visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element; however, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>In some cases, color is used as the sole means of distinguishing elements.</li> </ul>
<p><b><u>1.4.2 Audio Control</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The product does not contain audio that plays automatically.





Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.1.1 Keyboard</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Does Not Support	<p>Web: A significant amount of the product's functionality requires a mouse for use. A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• A large amount of content and functionality is only reachable or actionable via the use of a mouse.</li> <li>• Many controls do not receive keyboard focus.</li> <li>• Some inactive elements erroneously receive keyboard focus.</li> </ul>
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Partially Supports	<p>Web: On most pages, the product does not contain keyboard traps. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• In some cases, such as in grids, keyboard focus via tab key usage can become trapped. In these situations, no clear instructions are provided to keyboard users to assist with exiting the traps.</li> </ul>
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The product does not impose time limits.
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A) Also applies to: Revised Section 508</p>	Web: Supports	Web: The product does not contain content that moves, blinks, scrolls, or auto-updates.





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The product does not contain content that flashes.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Does Not Support	<p>Web: A skip link is present in the product; however, a rating of Does Not Support has been given for the following reason:</p> <ul style="list-style-type: none"> <li>The skip link does not reliably move focus past repetitive sections of content.</li> </ul>
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Does Not Support	<p>Web: A rating of Does Not Support has been given for the following reason:</p> <ul style="list-style-type: none"> <li>Pages do not have unique titles that describe topic or purpose.</li> </ul>
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Partially Supports	<p>Web: In most cases, the focus order of actionable controls is logical; however, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>In some cases, the focus order of content is not logical.</li> <li>In some cases, focus does not move appropriately to and from modal dialogs.</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Partially Supports	<p>Web: In most cases, link purpose is meaningful within context; however, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• In some cases, the purposes of links cannot be determined from the links' contexts.</li> <li>• In some cases, links that spawn dialogs do not indicate that fact.</li> </ul>
<p><b><u>3.1.1 Language of Page</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The language of each page is programmatically determinable.
<p><b><u>3.2.1 On Focus</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: No component within the product initiates a change of context when it receives focus.
<p><b><u>3.2.2 On Input</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Partially Supports	<p>Web: In most cases, changing the setting of a user interface component does not automatically cause a change of context; however, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• In some cases, focus is shifted or context is changed unexpectedly on user input.</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.3.1 Error Identification</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Partially Supports	<p>Web: When an input error is automatically detected, the items in error are identified and the error is described to the user in text; however, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Error messages are not programmatically associated with their relevant form fields so they may be missed by users of assistive technology.</li> </ul>
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Partially Supports	<p>Web: In most cases, labels or instructions are provided when content requires user input; however, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• In some cases, form fields are missing necessary visual labels or instructions.</li> </ul>
<p><b><u>4.1.1 Parsing</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Partially Supports	<p>Web: In most cases, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and IDs are unique; however, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• In many cases, elements have IDs that are not unique.</li> </ul>
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Does Not Support	<p>Web: While some name, state, role, and value information can be programmatically determined, a rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Image buttons are missing accessible names.</li> </ul>







Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Form fields are lacking accessible labels.</li> <li>Fields do not indicate attached menus.</li> <li>Many custom controls do not correctly expose states, such as expanded/collapsed and checked/unchecked.</li> <li>Many WAI-ARIA roles or attributes are not valid or are used inappropriately.</li> <li>Some content changes are not properly exposed to assistive technology.</li> </ul>

*Table 2: Success Criteria, Level AA*

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The product does not contain live video content.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The product does not contain content that requires audio description.
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)            Also applies to:            Revised Section 508</p>	Web: Partially Supports	Web: In most cases, the visual presentation of text and images of text has a sufficient contrast





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<p>ratio; however, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>In some cases, the visual presentation of text does not meet color contrast requirements.</li> </ul>
<p><b><u>1.4.4 Resize text</u></b> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Text can be resized up to 200% without loss of functionality.
<p><b><u>1.4.5 Images of Text</u></b> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Text is used instead of images of text, except where essential.
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: More than one way is available to locate each page, except where the page is the result of, or step in, a process.
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Headings and labels describe topic and purpose.





Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: A visible indication of focus is provided for focusable controls.
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The product does not have inline language changes.
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: Navigational mechanisms that are repeated on multiple pages occur in the same relative order each time they are repeated.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: Components that have the same functionality throughout the product are identified consistently.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Supports	Web: Suggestions are provided to users when input errors are automatically detected and suggestions for correction are known.





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: When the user undertakes financial transactions or actions that modify or delete user-controllable data, these actions are checked for validity.

### Revised Section 508 Report

Notes:

#### Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	<p>Though some parts of the product can be navigated by users without vision, most of the product's functionality is unavailable to such users. A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>As described in <b>1.1.1 Non-text Content</b>, images and image controls are missing text alternatives.<b>1.1.1 Non-text Content1.1.1 Non-text Content</b></li> <li>As described in <b>1.3.1 Info and Relationships</b>, form fields are missing valid labels.</li> <li>As described in <b>1.3.2 Meaningful Sequence</b>, the reading order of some content is not logical.</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• As described in <b>1.4.1 Use of Color</b>, color is the sole means of communicating some information.</li> <li>• As described in <b>2.1.1 Keyboard</b>, functionality is not usable without a mouse.</li> <li>• As described in <b>2.1.2 No Keyboard Trap</b>, keyboard traps are present on some pages.</li> <li>• As described in <b>2.4.1 Bypass Blocks</b>, bypass blocks do not function as expected.</li> <li>• As described in <b>2.4.2 Page Titled</b>, pages are missing unique titles that describe topic or purpose.</li> <li>• As described in <b>2.4.3 Focus Order</b>, the focus order of some content is not logical.</li> <li>• As described in <b>2.4.4 Link Purpose (In Context)</b>, the purposes of some links cannot be determined from their contexts.</li> <li>• As described in <b>3.2.2 On Input</b>, context is sometimes changed unexpectedly on input.</li> <li>• As described in <b>3.3.1 Error Identification</b>, errors are not programmatically associated to form fields.</li> <li>• As described in <b>3.3.2 Labels or Instructions</b>, form fields and controls are missing visual labels or instructions.</li> <li>• As described in <b>4.1.1 Parsing</b>, elements have non-unique IDs.</li> <li>• As described in <b>4.1.2 Name, Role, Value</b>, the name, role, state, or value of many controls is not programmatically available.</li> <li>• When using the JAWS screen reader in the Firefox and Chrome browsers, attempting to</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
		activate some controls caused the browsers to quit unexpectedly.
302.2 With Limited Vision	Partially Supports	<p>The product can be mostly operated and understood by users with limited vision; however, these users will experience some difficulty. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>As described in <b>1.1.1 Non-text Content</b>, images and image controls are missing text alternatives.</li> <li>As described in <b>1.4.1 Use of Color</b>, color is the sole means of communicating some information.</li> <li>As described in <b>1.4.3 Contrast (Minimum)</b>, the visual presentation of some text does not meet color contrast requirements.</li> </ul>
302.3 Without Perception of Color	Partially Supports	<p>The product can be mostly operated and understood by users without perception of color. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>As described in <b>1.4.1 Use of Color</b>, color is the sole means of communicating some information.</li> </ul>
302.4 Without Hearing	Supports	The product is usable without hearing.
302.5 With Limited Hearing	Supports	The product is usable with limited hearing.
302.6 Without Speech	Supports	The product is usable without speech.
302.7 With Limited Manipulation	Partially Supports	<p>Some parts of the product are usable with limited manipulation; however, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>As described in <b>2.1.1 Keyboard</b>, functionality is not usable without a mouse.</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>As described in <b>2.1.2 No Keyboard Trap</b>, keyboard traps are present on some pages.</li> <li>As described in <b>2.4.1 Bypass Blocks</b>, bypass blocks do not function as expected.</li> <li>As described in <b>2.4.2 Page Titled</b>, pages are missing unique titles that describe topic or purpose.</li> <li>As described in <b>2.4.3 Focus Order</b>, the focus order of some content is not logical.</li> <li>As described in <b>3.2.2 On Input</b>, context is sometimes changed unexpectedly on input.</li> </ul>
302.8 With Limited Reach and Strength	Partially Supports	<p>Some parts of the product are usable with limited reach and strength; however, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>As described in <b>2.1.1 Keyboard</b>, functionality is not usable without a mouse.</li> <li>As described in <b>2.1.2 No Keyboard Trap</b>, keyboard traps are present on some pages.</li> <li>As described in <b>2.4.1 Bypass Blocks</b>, bypass blocks do not function as expected.</li> <li>As described in <b>2.4.2 Page Titled</b>, pages are missing unique titles that describe topic or purpose.</li> <li>As described in <b>2.4.3 Focus Order</b>, the focus order of some content is not logical.</li> <li>As described in <b>3.2.2 On Input</b>, context is sometimes changed unexpectedly on input.</li> </ul>
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The product can be mostly operated and understood by users with limited language, cognitive, and learning





Criteria	Conformance Level	Remarks and Explanations
		<p>abilities; however, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• As described in <b>2.4.2 Page Titled</b>, pages are missing unique titles that describe topic or purpose.</li> <li>• As described in <b>2.4.4 Link Purpose (In Context)</b>, the purposes of some links cannot be determined from their contexts.</li> <li>• As described in <b>3.2.2 On Input</b>, context is sometimes changed unexpectedly on input.</li> <li>• As described in <b>3.3.1 Error Identification</b>, errors are not programmatically associated to form fields.</li> <li>• As described in <b>3.3.2 Labels or Instructions</b>, form fields and controls are missing visual labels or instructions.</li> <li>• The complexity of the product may prevent some users with cognitive disabilities from using all of its functionality with ease.</li> </ul>

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
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	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 <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – Not Tested	
<b>603 Support Services</b>	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	

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