Automox Accessibility Conformance Report

Revised Section 508 Edition

Name of Product/Version: Automox

Report Date: 24-Aug-22

Product Description: Automox is the cloud-native IT operations platform for modern organizations. Automox makes it easy to keep every endpoint automatically configured, patched, and secured – anywhere in the world.

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Notes:

Evaluation Methods Used: Testing is based on general product knowledge along with manual testing using assistive technologies such as text to speech.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
[Web Content Accessibility Guidelines 2.0](#)	Level A: Yes Level AA: Yes Level AAA: Yes

Standard/Guideline	Included In Report
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.

- **Not Applicable**: The criterion is not relevant to the product.

- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- 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

1.1.1 Non-text Content (Level A)
 	
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Does not support	Future product releases will continue to expand on our focus and functionality with adaptive technologies, including but not limited to Assistive Technology .

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
 	
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Not Applicable	

1.2.2 Captions (Prerecorded) (Level A)
 	
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Not Applicable	

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
 	
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Not Applicable	

1.3.1 Info and Relationships (Level A)	Does not support	The console does not provide this for form inputs and labels.

Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	There is no specific structure for this sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	Icons do not have non-visual indication of current state or how to operate.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with exceptions	Text is used for most critical information such as severity levels and agent connectivity; some color coding is used to indicate status and functionality.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Does not support	There are a number of functions the user cannot control with a keyboard alone.

● 602.3 (Support Docs)		
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	If the user navigates to a particular form field via tabbing, the user can navigate away via tabbing as well. This is not a designed element, however, but a default behavior as provided by the user's browser.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports with exceptions	Session logout is timing is globally configurable. When the user gets logged out when the session expires there is no warning or option to extend session.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports with exceptions	Content does not making use of auto-updating sessions except in cases where this is an essential activity, such as updating connectivity status.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not applicable	No flashing or blinking text or objects are used.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Supports with exceptions	The product does not use repetitive navigation, but tables are limited to certain numbers of entries and must be clicked though.
2.4.2 Page Titled (Level A)	Supports	Page titles are descriptive and updated on navigation change.

Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)		

2.4.3 Focus Order (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Supports with exceptions	Content is generally accessible in a consistent order due to default browser behavior, but this is not intentionally enforced.

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Supports	The purpose of links are understandable based on their descriptive text or content.

3.1.1 Language of Page (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Does not support	The product do not have any i18n support and does not list what language is currently used.

3.2.1 On Focus (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Does not support	A change in context includes a change of the view on context change. Forms scroll or have pagination if they extend outside the current size.

3.2.2 On Input (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
	Supports	Input changes do not affect context.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Error messages for invalid inputs are displayed.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Labels or instructions are provided when content requires user input.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Proper coding standards for tag closing and nesting are applied.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Does not support	A common way to determine all these attributes is not provided.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Not applicable	

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Not applicable	

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Does not support	A contrast ratio of at least 3:1 is not supplied.

1.4.4 Resize text (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	Input elements are resized when zoomed.

1.4.5 Images of Text (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	Images of text are not used.

2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508	Supports	A user can enter a link directly to access various sub pages.

• 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		

2.4.6 Headings and Labels (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Form fields have labels that describe the purpose. Tables have descriptive headers.

2.4.7 Focus Visible (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports with exceptions	Focus is dependent on the browser to render each web page. Assistive technology can be used to track focus and focus changes.

3.1.2 Language of Parts (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not applicable	The product does not support changing of the display language.

3.2.3 Consistent Navigation (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software) – Does not apply to non-web software
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs) – Does not apply to non-web docs
	Supports	Navigation is in the same order each time it is displayed.

3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508	Supports	Components are consistently identified when used for the same purpose.

Criteria	Conformance Level	Remarks and Explanations
● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Errors in form entry are highlighted and describe the problem.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not applicable	

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Not applicable	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Not applicable	
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Not applicable	
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Does not support	Enhanced contrast is not supported.
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Not applicable	
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Does not support	Colors cannot be chosen.
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Supports	Images of text are not used.
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Does not support	Not all functionality is accessible solely through keystrokes.
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Supports	Timing is not an essential part of activity.
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Supports	Interruptions are not used by the application.
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Supports	Re-authentication without interruption is supported.
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Supports	Flashing test is not used.
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Does not support	Location information is not provided.
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Does not support	Link identification is not provided.
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Supports	Headings are used for sections.
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Does not support	Definitions of technical language are not provided.
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Does not support	Definitions of abbreviations are not provided.
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Supports	Advanced reading skills are not required.
3.1.6 Pronunciation (Level AAA)	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Supports	Changes of context are initiated by user request.
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Does not support	Context-specific help is not always provided.
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Supports	Form fields provide error checking and input is reversible.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not support	Screen reader support is not provided.
302.2 With Limited Vision	Does not support	Screen reader support is not provided.
302.3 Without Perception of Color	Supports	Color coding is used to aid in identifying some information but is not the only means to do so.
302.4 Without Hearing	Not applicable	Audio is not used for operation.
302.5 With Limited Hearing	Not applicable	Audio is not used for operation.
302.6 Without Speech	Not applicable	Speech is not used for operation.
302.7 With Limited Manipulation	Supports	Only keyboard and mouse interaction are required for operation.
302.8 With Limited Reach and Strength	Supports	Only keyboard and mouse interaction are required for operation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Does not support	Features to assist those with limited language, cognitive, and learning abilities are not supported.

Chapter 4: Hardware

Does not apply.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports with exceptions	The product supports browser-based assistive features.
502.2.2 No Disruption of Accessibility Features	Does not support	The product is not intentionally designed to avoid disruption.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Does not support	The product does not intentionally support this capability.
502.3.2 Modification of Object Information	Does not support	The product does not intentionally support this capability.
502.3.3 Row, Column, and Headers	Supports	Column headers are present for all tables and are identified in markup.
502.3.4 Values	Does not support	The product does not intentionally support this capability.
502.3.5 Modification of Values	Does not support	The product does not intentionally support this capability.
502.3.6 Label Relationships	Supports	Form fields are displayed in order and information is viewable on the page.
502.3.7 Hierarchical Relationships	Does not support	Hierarchy is not programmatically determinable.
502.3.8 Text	Supports with exceptions	The product supports browser-based assistive features.
502.3.9 Modification of Text	Does not support	The product does not intentionally support this capability.
502.3.10 List of Actions	Does not support	The product does not intentionally support this capability.
502.3.11 Actions on Objects	Does not support	The product does not intentionally support this capability.

Criteria	Conformance Level	Remarks and Explanations
502.3.12 Focus Cursor	Supported with exceptions	Focus is dependent on the browser to render each web page. Assistive technology can be used to track focus and focus changes
502.3.13 Modification of Focus Cursor	Supported with exceptions	Focus is dependent on the browser to render each web page. Assistive technology can be used to track focus and focus changes
502.3.14 Event Notification	Does not support	The product does not intentionally support this capability.
502.4 Platform Accessibility Features	Does not support	There is no in-platform ability to configure any of these features.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Does not support	The product does not provide for these user preferences.
503.3 Alternative User Interfaces	Does not support	No alternative user interface is provided.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	Audio is not used for operation.
503.4.2 Audio Description Controls	Not application	Audio is not used for operation.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The product is not an authoring tool.
504.2.2 PDF Export	Not applicable	The product is not an authoring tool.
504.3 Prompts	Not applicable	The product is not an authoring tool.
504.4 Templates	Not applicable	The product is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	A description of accessibility and compatibility product features will be made available in PDF, Microsoft Word, or ASCII text format upon request, at no additional charge.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	A description of accessibility and compatibility product features will be made available in PDF, Microsoft Word, or ASCII text format upon request, at no additional charge.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Several service options are available for users with disabilities, including email, telephone, and a web-based ticketing system.
603.3 Accommodation of Communication Needs	Supports	Several service options are available for users with disabilities, including email, telephone, and a web-based ticketing system.

Legal Disclaimer

The application includes various settings with accessibility impact. Changes made by account holders may not adhere to accessibility best practices. In such cases, the responsibility for accessibility relies on the account holder.

This information is true and correct to the best of our knowledge as of the date printed on the front page of this document; is supplied for customer evaluation purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the customer and its users. However, should you notice any issues, please report these to us so that they can be proactively addressed.