

RELIAQUEST 

# Accessibility Conformance Report (VPAT®)

# GreyMatter

ReliaQuest GreyMatter is a SaaS security operations platform used for integrating customer technologies, automating security detections, and responding to potential security threats.

Evaluation Methods Used: Testing is based on knowledge of general product functionality.

Reliaquest Accessibility Conformance Report  
Report Date: March 31, 2023  
Contact: kbaldwin@reliaquest.com

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

[Web Content Accessibility Guidelines 2.0](#)  
[Revised Section 508 standards](#)

## SUCCESS CRITERIA

[Level A](#)

[Level AA](#)

[Level AAA](#)

## OTHER

[Functional Performance Criteria](#)

[Hardware](#)

[Software](#)

[Support Documentation & Services](#)

# Level A

All content on the page/screen must be presented in a way users can perceive it.

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

\*Conformance level note: Electronic documents, Software, and authoring tools are not applicable at this time.

## 1.1.1 Non-Text Content

[View Guideline](#) →

⊘ Does not support

Remarks: Alt text has not been applied to non-text charts or inputs.

---

## 1.2.1 Audio-only and Video-only (prerecorded)

[View Guideline](#) →

○ N/A

Remarks: Audio and video not used

---

## 1.2.2 Captions (Prerecorded)

[View Guideline](#) →

○ N/A

Remarks: Audio and video not used

---

## 1.2.3 Audio Description or Media Alternative

[View Guideline](#) →

○ N/A

Remarks: Audio and video not used

---

## 1.3.1 Info & Relationships

[View Guideline](#) →

⚡ Partially supports

Remarks: Not all places maintain structure with CSS turned off.

---

## 1.3.2 Meaningful Sequence

[View Guideline](#) →

⊘ Does not support

Remarks: Product does not support assistive technologies in this way

---

## 1.3.3 Sensory Characteristics

[View Guideline](#) →

⊘ Does not support

Remarks: The code does not denote meaning of graphical elements via text in the interface for AT devices

---

## 1.4.1 Use of Color

[View Guideline](#) →

📄 Supports

Remarks: Color is never relied on as the only source of information in the interface.

---

## 1.4.2 Audio Control

[View Guideline](#) →

○ N/A

Remarks: Audio and video not used

---

## 2.1.1 Keyboard

[View Guideline](#) →

⚡ Partially supports

Remarks: In some places the focus indicator needs more work for users to understand where they are on the page and what they are interacting with

---

## 2.1.2 No Keyboard Trap

[View Guideline](#) →

⚡ Partially supports

Remarks: In some places the focus indicator needs more work for users to understand where they are on the page and what they are interacting with

---

## 2.2.1 Timing Adjustable

[View Guideline](#) →

○ N/A

Remarks: Audio and video not used

---

Quick Key:

📄 Supports

⚡ Partially supports

⊘ Does not support

○ N/A

# Level AA

All content on the page/screen must be presented in a way users can perceive it.

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

\*Conformance level note: Electronic documents, Software, and authoring tools are not applicable at this time.

## 1.2.4 Captions (Live)

[View Guideline](#) →

○ N/A

Remarks: Audio and video not used

## 1.2.5 Audio Description (Prerecorded)

[View Guideline](#) →

○ N/A

Remarks: Audio and video not used

## 1.4.3 Contrast (Minimum)

[View Guideline](#) →

⚡ Partially supports

Remarks: Some improvements required to improve areas where contrast is too low.

## 1.4.4 Resize Text

[View Guideline](#) →

⚡ Partially supports

Remarks: There are some pages that responsive design has not been properly accounted for

## 1.4.5 Images of Text

[View Guideline](#) →

⚡ Partially supports

Remarks: Only area where this is not supported is in the logo.

## 2.4.5 Multiple Ways

[View Guideline](#) →

⊘ Does not support

Remarks: The only way to get to all pages is through navigation. We do not have a sitemap

## 2.4.6 Headings and Labels

[View Guideline](#) →

📄 Supports

## 2.4.7 Focus Visible

[View Guideline](#) →

⚡ Partially supports

Remarks: We support keyboard focus visibility but there are some snags

## 3.1.2 Language of Parts

[View Guideline](#) →

📄 Supports

## 3.2.3 Consistent Navigation

[View Guideline](#) →

📄 Supports

## 3.2.4 Consistent Identification

[View Guideline](#) →

⊘ Does not support

Remarks: We do not apply alternative text at this juncture

## 3.3.3 Error Suggestion

[View Guideline](#) →

⚡ Partially supports

Remarks: Error resolution suggestions could be used in more places.

## 3.3.4 Error Prevention (Legal, Financial, Data)

[View Guideline](#) →

○ N/A

Remarks: No payment management or modifications that would affect billing or contracts.

Quick Key:

📄 Supports

⚡ Partially supports

⊘ Does not support

○ N/A



# Level AAA

## 1.2.6 Sign Language (Prerecorded)

[View Guideline](#) →

○ N/A

Remarks: Audio and video not used.

---

## 1.2.7 Extended Audio Description (Prerecorded)

[View Guideline](#) →

○ N/A

Remarks: Audio and video not used.

---

## 1.2.8 Media Alternative (Prerecorded)

[View Guideline](#) →

○ N/A

Remarks: Audio and video not used.

---

## 1.2.9 Audio-only (Live)

[View Guideline](#) →

○ N/A

Remarks: Audio and video not used.

---

## 1.4.6 Contrast (Enhanced)

[View Guideline](#) →

⚡ Partially supports

Remarks: Some improvements required to improve areas where contrast is too low.

---

## 1.4.7 Low or No background audio

[View Guideline](#) →

○ N/A

Remarks: Audio and video not used.

---

## 1.4.8 Visual Presentation

[View Guideline](#) →

⚡ Partially supports

Remarks: Some updates required where legacy styling CSS classes are still being used.

## 1.4.9 Images of Text (No Exception)

[View Guideline](#) →

⚡ Partially supports

Remarks: Only logos are using text as image.

---

## 2.1.3 Keyboard (No Exception)

[View Guideline](#) →

⊘ Does not support

Remarks: Not all interactions are supported by keyboard.

---

## 2.2.3 No Timing

[View Guideline](#) →

👍 Supports

Remarks: No actions require user interaction in a limited span of time.

---

## 2.2.4 Interruptions

[View Guideline](#) →

👍 Supports

---

## 2.2.5 Re-authenticating

[View Guideline](#) →

⊘ Does not support

Remarks: Product does not preserve page state when user is logged out.

---

## 2.3.2 Three Flashes

[View Guideline](#) →

○ N/A

Remarks: No flashing content.

---

## 2.4.8 Location

[View Guideline](#) →

👍 Supports

Quick Key:

👍 Supports

⚡ Partially supports

⊘ Does not support

○ N/A

# Chapter 3: Functional Performance Criteria

User interface only relies on vision, and does not require hearing, speech, or physical ability.

[View Guideline](#)

## 302.1 Without vision

⊘ Does not support

---

## 302.2 With limited Vision

⊘ Does not support

---

## 302.3 Without perception of color

⚡ Partially supports

---

## 302.4 Without hearing

○ N/A

Remarks: No information is relayed by audio.

---

## 302.5 With limited hearing

○ N/A

Remarks: No information is relayed by audio.

## 302.6 Without Speech

○ N/A

Remarks: Product does not rely on speech commands.

---

## 302.7 With limited manipulation

○ N/A

---

## 302.8 With limited reach and strength

○ N/A

---

## 302.9 with limited language, cognitive, and learning abilities

○ N/A

# Chapter 4: Hardware

No hardware is provided to customers as part of the GreyMatter product, therefore this section is not applicable.

Quick Key:

📄 Supports

⚡ Partially supports

⊘ Does not support

○ N/A

# Chapter 5: Software

[View guideline](#)

502 INTEROPERABILITY WITH ASSISTIVE TECH

[View Guideline](#) →

## 502.2.1 User Control of Accessibility Features

⊘ Does not support

Remarks: No user controls are provided for accessibility features

## 502.2.2 No disruption of Accessibility Features

👍 Supports

Remarks: Audio and video not used

502.3 ACCESSIBILITY SERVICES

## 502.3.1 Object information

👍 Supports

## 502.3.2 Modification of object information

⚡ Partially supports

Remarks: There may be some objects that cannot be modified in an easily standardized method.

## 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

⊘ Does not support

Remarks: No reliable way to list all available actions on an object is provided.

## 502.3.11 Actions on Objects

⊘ Does not support

Remarks: No reliable way to list all available actions on an object is provided.

## 502.3.12 Focus Cursor

⊘ Does not support

Remarks: Focus cursor is not standardized in the interface

## 502.3.13 Modification of Focus Cursor

⊘ Does not support

Remarks: Focus cursor is not standardized in the interface

## 502.3.14 Event Notification

⊘ Does not support

Remarks: No notification system in the interface.

## 502.4 Platform Accessibility Features

⊘ Does not support

Remarks: None of the platform accessibility features are supported.

Quick Key:

👍 Supports

⚡ Partially supports

⊘ Does not support

● N/A

# Chapter 5: Software

## 503 APPLICATIONS

[View Guideline](#) →

### 503.2 User preferences

⊘ Does not support

Remarks: No user preferences are available for users to manage.

---

### 503.3 Alternative user interfaces

⊘ Does not support

Remarks: No alternative user interfaces are available

## 503.4 USER CONTROLS FOR CAPTIONS AND AUDIO DESCRIPTION

### 503.4.1 Caption Controls

● N/A

---

### 503.4.2 Audio description controls

● N/A

## 504 AUTHORIZING TOOLS

[View Guideline](#) →

### 504.2 Content Creation or Editing

See information in WCAG 2.x section

---

#### 504.2.1 Preservation of Information provided for Accessibility in format conversion

⊘ Does not support

---

#### 504.2.2 PDF Export

⊘ Does not support

Remarks: No PDF export options are provided.

---

### 504.3 Prompts

⊘ Does not support

---

### 504.4 Templates

⊘ Does not support

Quick Key:

📄 Supports

⚡ Partially supports

⊘ Does not support

● N/A

# Chapter 6: Support documentation and services

[View guideline](#)

602 SUPPORT DOCUMENTATION

[View Guideline](#) →

## 602.2 Accessibility and Compatibility Features

⊘ Does not support

Remarks: No functionality has been identified and documented as accessibility features

---

## 602.3 Electronic support documentation

See WCAG 2.x section

## 602.4 Alternate Formats for non-electronic support documentation

⊘ Does not support

603 SUPPORT SERVICES

[View Guideline](#) →

## 603.2 Information on accessibility and compatibility features

⊘ Does not support

---

## 603.3 Accommodation of Communication Needs

⚡ Partially supports

Remarks: Customer services are willing to accommodate requests for alternate services, such as sending messages rather than phone calls.

---

Quick Key:

📍 Supports

⚡ Partially supports

⊘ Does not support

● N/A



# Level A

All content on the page/screen must be presented in a way users can perceive it.

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

\*Conformance level note: Electronic documents, Software, and authoring tools are not applicable at this time.

## 2.2.2 Pause, Stop, Hide

[View Guideline](#) →

⊘ Does not support

Remarks: Only loading animations used

---

## 2.3.1 Three Flashes or Below Threshold

[View Guideline](#) →

⊘ Does not support

Remarks: No flashing or blinking content used.

---

## 2.4.1 Bypass Blocks

[View Guideline](#) →

⚡ Partially supports

Remarks: We leverage breadcrumbs to link back to main content landing pages. We do not support jumping down content pages to the end of the content block

---

## 2.4.2 Page Titled

[View Guideline](#) →

👍 Supports

---

## 2.4.3 Focus Order

[View Guideline](#) →

⚡ Partially supports

Remarks: Cannot say with confidence we handle all situations effectively.

---

## 2.4.4 Link Purpose (In Context)

[View Guideline](#) →

⚡ Partially supports

Remarks: There may be some cases a link is used without accessible context

---

## 3.1.1 Language of Page

[View Guideline](#) →

👍 Supports

---

## 3.2.1 On Focus

[View Guideline](#) →

👍 Supports

---

## 3.2.2 On Input

[View Guideline](#) →

👍 Supports

---

## 3.3.1 Error Identification

[View Guideline](#) →

⚡ Partially supports

Remarks: Not all errors are described to users in detail if they are system/technical related

---

## 3.3.2 Labels or Instructions

[View Guideline](#) →

👍 Supports

---

## 4.1.1 Parsing

[View Guideline](#) →

⚡ Partially supports

Remarks: Cannot confidently say that there is not a duplicate somewhere in code

---

## 4.1.2 Name, Role, Value

[View Guideline](#) →

⚡ Partially supports

Remarks: Tagging is not used consistently throughout, with many items defaulting to "Generic" role.

---

Quick Key:

👍 Supports

⚡ Partially supports

⊘ Does not support

○ N/A

# Level AAA

## MEDIA

### 2.4.9 Link Purpose (Link Only)

[View Guideline](#) →

⚡ Partially supports

Remarks: Aria tagging needs improvement in some areas to define roles

---

### 2.4.10 Section Headings

[View Guideline](#) →

⚡ Partially supports

Remarks: Aria tagging needs improvement in some areas to define roles

---

### 3.1.3 Unusual Words

[View Guideline](#) →

⚡ Partially supports

Remarks: Help text is used to support users in some areas, but no glossary to help users understand industry related terminology

---

### 3.1.4 Abbreviations

[View Guideline](#) →

📄 Supports

Remarks: Abbreviations are kept to a minimum, but we provide tooltips for truncated or abbreviated text, such as timestamps.

---

### 3.1.5 Reading Level

[View Guideline](#) →

⚡ Partially supports

Remarks: Content uses a lot of technical and industry standard terms which increases the reading level as a whole. In some areas containing paragraphs of text, more work can be done to help reduce the reading level.

---

## COLOR & CONTRAST

### 3.1.6 Pronunciation

[View Guideline](#) →

🚫 Does not support

Remarks: No mechanism provided currently

---

### 3.2.5 Change on Request

[View Guideline](#) →

🚫 Does not support

Remarks: No means to prevent automatic updates in Investigate Analytics view.

---

### 3.3.5 Help

[View Guideline](#) →

⚡ Partially supports

Remarks: More context-sensitive help can be implemented

---

### 3.3.6 Error Prevention (All)

[View Guideline](#) →

⚡ Partially supports

Remarks: Currently the only way to reverse submissions is through deleting and creating a new submission.

---

#### Quick Key:

📄 Supports

⚡ Partially supports

🚫 Does not support

● N/A