Deque Support site Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Deque Support site

Report Date:

Feb 11th 2023

Product Description:

Deque Support site provides information on Knowledge base, Deque Support site Documentation, access to Community forums, Create ticket; View all of your support requests.

Contact information:

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Notes:

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"Voluntary Product Accessibility Template" and "VPAT" are registered
service marks of the Information Technology Industry Council (ITI)

Evaluation Methods Used:

A combination of automated and manual testing techniques were employed for the accessibility assessment

- Manual assessment based on Windows 10 – Chrome 111.0.5563.146, NVDA 2022.4
- Automation: Ran automation tests using axe-core version 4.6.3

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)

Terms

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

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

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

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

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

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

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, the criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Deque Support site provides text alternatives for most of the instances of images and icons. Exceptions Include: Decorative image missing empty alt attribute in the "Support, Ticket, Community, Article, Category" pages.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	The Deque Support site does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Supports	The Deque Support site does not contain prerecorded synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	The Deque Support site does not contain prerecorded video content that would require audio description or a media alternative.
1.3.1 Info and Relationships (Level A)	Partially Supports	Visual Structure and relationship information in the Deque Support site is provided appropriately in most of the pages. Exceptions Include: • Visible label/form field are not associated in "Community, Ticket Pages". • Form elements do not have labels in "Create a ticket Modal". • Select element do not have an accessible name in "Create a ticket Modal" • Group of form controls not associated with group label in "Ticket Page". • Heading levels are out of order in "Category Page".

Criteria	Conformance Level	Remarks and Explanations
		• Visual heading text is not marked as heading in "Support, Ticket, Community, Article, and Category" pages. • and must only directly contain , <script> or <template> elements in "Support" page.
1.3.2 Meaningful Sequence (Level A)	Supports	The Deque Support site presents content in a meaningful sequence in all the pages.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions in the Deque Support site do not rely solely on sensory characteristics.
1.4.1 Use of Color (Level A)	Supports	No functions of the Deque Support site convey information through color alone.
1.4.2 Audio Control (Level A)	Supports	The Deque Support site does not contain audio that plays automatically.
2.1.1 Keyboard (Level A)	Partially Supports	Almost all of the functionalities in the Deque Support site can be operated using only a keyboard and support standard keyboard navigation. Exceptions Include: • Inaccessible by keyboard and no conforming alternate in "Community Page" • Device-dependent event handlers are used in "Support" page.
2.1.2 No Keyboard Trap (Level A)	Supports	All screens and components of the Deque Support site do not include keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The Deque Support site does not provide character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	The Deque Support site provides a mechanism to extend the time limit.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The Deque Support site does not include elements that move, blink, scroll, or auto-update.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The Deque Support site does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Partially Supports	Almost all the screens in the Deque Support site provide a means to bypass blocks of repeated

Criteria	Conformance Level	Remarks and Explanations
		content. Exceptions Include: • Frames do not have an accessible name in "Community Page" & "Ticket Page".
2.4.2 Page Titled (Level A)	Supports	Each page in the Deque Support site provides a programmatic title that describes that page's topic or purpose.
2.4.3 Focus Order (Level A)	Partially Supports	Almost all of the Deque Support site elements receive focus in a meaningful order. Exceptions Include: • Modal is closed, focus is not returned to trigger in "Community Page". • Hidden or empty element receives focus in "Ticket & Community Page".
2.4.4 Link Purpose (In Context) (Level A)	Supports	All the links in Deque Support site can be programmatically determined from their context.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	The Deque Support site does not rely on multipoint or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	The functions on the Deque Support site that use a single pointer are completed when the user releases the pointer.
2.5.3 Label in Name (Level A 2.1 only)	Partially Supports	The accessible names of most of the Deque Support site controls contain the text of their visible labels. Exceptions Include: • Accessible name does not contain visible label in "Community Page" & "Ticket Page".
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	The Deque Support site does not have functionality operated by device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	On each page of the Deque Support site, the language is programmatically determinable.
3.2.1 On Focus (Level A)	Supports	The Deque Support site components do not

Criteria	Conformance Level	Remarks and Explanations
		initiate a change of context when they receive focus.
3.2.2 On Input (Level A)	Supports	Changes of context do not occur automatically on user input in the Deque Support site.
3.3.1 Error Identification (Level A)	Supports	Where errors are automatically detected in the Deque Support site, the error is identified, and an error message is provided as text in all the pages.
3.3.2 Labels or Instructions (Level A)	Supports	Labels are provided for all of the input fields in the Deque Support site.
4.1.1 Parsing (Level A)	Partially Supports	In the Deque Support site, most of the pages in the application (1) use semantically correct mark up for all interactive elements; (2) have complete start and end tags; (3) controls are nested properly; And (4) all pages have unique ID values. Exceptions Include: • Interactive controls are nested in "Ticket Page" & "Community Page". • Certain ARIA roles do not contain particular children in "Support page".
4.1.2 Name, Role, Value (Level A)	Partially Supports	In Deque Support site, most of the user interface components provide programmatic name, role and state information to assistive technology users. Exceptions Include: • ARIA hidden element contains focusable elements in "Community, Support and Ticket" pages. • State: Selected state of the element is missing or incorrect in "Category, Community, and Ticket Pages". • The elements name is not announced properly to the screen reader users in "Category page". • State: Expand/collapse state of the element

Criteria	Conformance Level	Remarks and Explanations
		is missing or incorrect in "Support page". - Button: Button does not have a name in "Support page". - Selected state and selected option of the element is not announced to the screen reader user in "Ticket Page". - An ARIA attribute is not allowed in "Ticket, Community Pages". - ARIA roles used are not conforming to valid values in "Support page". - Invalid ARIA attributes value in "Support page". - Breadcrumb: Breadcrumb region is missing appropriate roles and/or attributes in "Support page" - Role: The element's role is missing or incorrect in "Community Page".

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	The Deque Support site does not contain live synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	The Deque Support site does not contain prerecorded video content that would require audio description.
1.3.4 Orientation (Level AA 2.1 only)	Supports	The Deque Support site content does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	All the elements in Deque Support site that require autocomplete are provided with necessary values.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Almost all of the text in the Deque Support site meets minimum color contrast requirements.

Criteria	Conformance Level	Remarks and Explanations
		Exception Include: • Elements must have sufficient Color contrast in "Category, Community Page". • Link or button text lacks 4.5:1 contrast ratio on hover or focus in "Community Page".
1.4.4 Resize text (Level AA)	Partially Supports	Almost all the pages in Deque Support site zoom to 200% without loss of content. Exception Include: • Content is lost at 200% zoom in "Support and Community Page".
1.4.5 Images of Text (Level AA)	Supports	The Deque Support site uses text instead of images of text except for branding elements that are considered essential.
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	In most of pages in Deque Support site supports reflow so content can be viewed without vertical scrolling in a viewport that is 320 pixels (px) wide and without horizontal scrolling in a viewport that is 256 pixels high. Exceptions Include: • Content does not reflow to fit 320px width equivalent in "Community Page, support page". • Content overlaps other content at reflow in "Community" page. • Content cut off at reflow in "Community, support pages".
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	In Deque Support site, Visual presentation have at least 3:1 contrast ratio in almost all the pages. Exceptions Include: • State of active component lacks 3 to 1 contrast ratio in "Community, Category, Ticket, Support" pages.

Criteria	Conformance Level	Remarks and Explanations
		• An icon lacks 3 to 1 contrast ratio in "Community Page".
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	In the Deque Support site, the spacing between letters, words, and lines of text and/or paragraphs can be adjusted in all the pages.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	All of the content that appears on hover and on focus can be viewed by moving the pointer over the triggering element; can be dismissed without moving the cursor or pointer; and is persistent until the user dismisses it across Deque Support site.
2.4.5 Multiple Ways (Level AA)	Supports	More than one way is available to locate a Web page within each page of the Deque Support site.
2.4.6 Headings and Labels (Level AA)	Partially Supports	In Deque Support site, most of the headings & labels are descriptive. Exceptions Include: • Buttons have same name but different actions in "Ticket Page".
2.4.7 Focus Visible (Level AA)	Partially Supports	Almost all the focusable elements in Deque Support site have a visible keyboard focus indicator. Exceptions Include: • Focus indicator is missing in "Community, Ticket Pages".
3.1.2 Language of Parts (Level AA)	Supports	Within each page or modal of the Deque Support site, the language of each portion of the page or modal is programmatically determinable.
3.2.3 Consistent Navigation (Level AA)	Supports	The Deque Support site provides consistent and repeatable navigation across all screens.
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality within the Deque Support site are identified consistently.
3.3.3 Error Suggestion (Level AA)	Supports	When an error is automatically detected within a data entry form in the Deque Support site, the

Criteria	Conformance Level	Remarks and Explanations
		resulting error message provides suggestions for correction in all the pages.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	When data is being deleted from Deque Support site user is notified to confirm their choice.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	All the status messages on the Deque Support site are programmatically determined through role or properties and they are announced automatically to the screen reader users.

Table 3: Success Criteria, Level AAA

Notes: Level AAA success criteria' are not within the scope of this conformance evaluation.

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Scope:

Sl. No.	Page Name
1	Support Main
2	Category Page
3	Article Page
4	Community Page
5	Ticket Page