



# Accessibility Conformance Report

## WCAG 2.1 and 2.2 Checklist

**Name of Product:** *Directory Sync Pro for Active Directory*

**Report Date:** *2025.02.05*

**Evaluation Methods Used:** *Accessibility Insights Microsoft browser addon, Manual verification*

**Contact:** [Legal@Quest.com](mailto:Legal@Quest.com)

### Terms

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

Term	Explanation
<b>Supports</b>	The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
<b>Partially Supports</b>	Some functionality of the product does not meet the criterion.
<b>Does Not Support</b>	The majority of product functionality does not meet the criterion.
<b>Not Applicable</b>	The criterion is not relevant to the product.
<b>Not Evaluated</b>	The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.
<b>ADTC</b>	Anticipated calendar quarter (and year) when this accessibility feature is expected to be corrected.

## WCAG Conformance Levels

Three levels of WCAG conformance exist: A, AA, and AAA. Each level builds on the prior level. To meet level AA, a product must meet all of level A; to meet AAA, a product must meet all of level AA.

		Conformance Criteria			
Level		WCAG 2.0	WCAG 2.1	WCAG 2.2	Total (all versions)
A	Minimum accessibility	25	5	2	32
AA	More accessible	13	7	4	24
AAA	Even more accessible <i>(not applicable to all experiences)</i>	23	5	3	31

## WCAG Level A Checklist

Total	61	17	9	86*
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Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.1.1 – Non-text Content</u>	Text alternatives are provided for non-text content.	Partially Supports		Some visual indicators like checkmarks, X icons and expand/collapse chevrons do not provide text alternatives.
<u>1.2.1 – Audio-only and Video-only (Pre-recorded)</u>	A transcript is provided for audio-only content and a transcript or audio description is provided for video-only content.	Not Applicable		There is no video-only or audio-only content

## WCAG Level A Checklist

<u>1.2.2 – Captions (Pre-recorded)</u>	Captions are provided for video with audio.	Does Not Support	2/25	Embedded help videos lack text captions Fixable by replacing videos with help links.
<u>1.2.3 – Audio Description or Media Alternative (Pre-recorded)</u>	A transcript and / or audio descriptions are provided for video with audio.	Does Not Support	2/25	Embedded Videos lack text descriptions Fixable by replacing videos with help links.
<u>1.3.1 – Info and Relationships</u>	Information and content relationships implied by formatting are communicated in text or in a way that works with assistive technology.	Partially Supports		Most labels/instructions is represented in text.
<u>1.3.2 – Meaningful Sequence</u>	The reading order of content is meaningful, no matter how a user accesses or consumes it.	Not Applicable		
<u>1.3.3 – Sensory Characteristics</u>	Instructions rely on more than one sense.	Not Applicable		No mentions of specific Shape/Size/Position of objects.

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.4.1 – Use of Color</u>	Color is not the only way used to distinguish an element, convey meaning, indicate an action, or prompt a response.	Supports		Pointer icon changes to indicate disabled control.

WCAG Level A Checklist

<u>1.4.2 – Audio Control</u>	A mechanism is provided to control audio that plays on page automatically for more than three seconds.	Supports		Embedded help videos contain audio controls for volume and mute.
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## WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.1.1 – Keyboard</u>	All functionality is operable using a keyboard (with exceptions).	Supports		
<u>2.1.2 – No Keyboard Trap</u>	The focus does not get trapped on any element in keyboard-only navigation.	Supports		
<u>2.1.4 – Character Key Shortcuts</u>	No single-key shortcuts are used, or a way to turn them off or change them is provided.	Not Applicable		Character key shortcuts are not implemented.
<u>2.2.1 – Timing Adjustable</u>	If a page has a time limit, users can turn the time limit off, adjust it, or extend it.	Not Applicable		
<u>2.2.2 – Pause, Stop, Hide</u>	User controls are provided for moving or dynamically changing content.	Partially Supports		Application log automatically refreshes on an interval and cannot be paused or stopped. But it can be disabled via the product option in the log setting.
<u>2.3.1 – Three Flashes or Below</u>	No content flashes more than three times per second, or the flash is below flash thresholds.	Supports		
<u>2.4.1 – Bypass Blocks</u>	When blocks of content are repeated on multiple pages, a mechanism is provided to bypass / skip them.	Does Not Support	2/25	Some element of the page will be displayed on multiple web page and this is by design. Example, the left navigation menu.
<u>2.4.2 – Page Titled</u>	Page titles clearly describe the page topic or page purpose.	Does Not Support	2/25	Webpage titles do not identify the contents of the page. The title of the web page is set to the product name by default.

## WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.4.3 – Focus Order</u>	The tabbing order of the content is meaningful and supports operation.	Supports		
<u>2.4.4 – Link Purpose (In Context)</u>	The purpose of each link can be determined from the link text alone or from the link text and its related context.	Partially Supports	2/25	Logo lacks text, few others.
<u>2.5.1 – Pointer Gestures</u>	A single pointer alternative to complex pointer or touch gestures is provided.	Not Applicable		
<u>2.5.2 - Pointer Cancellation</u>	For functionality that is operated by a single pointer, a way to cancel the pointer input is provided.	Supports		
<u>2.5.3 – Label in Name</u>	The programmatic name contains the text that is presented visually.	Supports		Elements containing visible text have same accessible name.
<u>2.5.4 – Motion Actuation</u>	For functions that are triggered by moving a device or by gesturing toward a device, an alternative way of triggering the response is provided.	Not Applicable		

## WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>3.1.1 – Language of Page</u>	Each page has a human language assigned.	Does Not Support		The product has only one language support which is English, but its not noted in html elements. Html elements don't contain lang attribute
<u>3.2.1 – On Focus</u>	Interactive elements receiving focus do not trigger any functionality.	Supports		
<u>3.2.2 – On Input</u>	Interactive elements receiving input do not trigger any functionality.	Partially Supports		Some controls will automatically comit when changed.
<u>3.2.6 – Consistent Help</u>	Help options provided are consistently available and in the same relative place throughout.	Supports		Help links are always located in footer and in hamburger menu. If a specific info link is present, it is consistently located in end of the sentence and marked by info icon.
<u>3.3.1 – Error Identification</u>	When input error is detected, the user is notified and the error is described.	Supports		
<u>3.3.2 – Labels or Instructions</u>	A persistent visible label and / or instructions are provided for elements that require user input.	Supports		
<u>3.3.7 – Redundant Entry</u>	Information that the user has already entered during a process is made available to them.	Supports		
<u>4.1.1 – Parsing</u>	<del>HTML code is clean and well formed in a way that it can be interpreted by browsers and assistive technology.</del> *Note: Criterion 4.1.1 – Parsing, has been removed in version 2.2 and is considered automatically met for versions 2.1 and 2.0.	Supports		Some templated control elements may have duplicate Id values. Criteria requirement is automatically met.
<u>4.1.2 – Name, Role, Value</u>	All user interface components communicate their accessibility properties and actions to assistive technology.	Does Not Support	2/25	



## WCAG Level AA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.2.4 – Captions (Live)</u>	Synchronized captions are provided for live videos containing audio.	Not Applicable		
<u>1.2.5 – Audio Description (Pre-recorded)</u>	If there is important visual content in a video that is not presented in the accompanying audio, an audio description is provided.	Does not support		Important visual content is not presented in audio description. Fixable by replacing videos with help links.
<u>1.3.4 – Orientation</u>	Screen orientation is not restricted unless the orientation is considered essential.	Not Applicable		Only Major latest web browsers (Chrome, Edge, Firefox) are supported, no mobile or smaller resolution is supported.
<u>1.3.5 – Identify Input Purpose</u>	For each form field collecting user information, the purpose of the field is programmatically declared.	Partially Supports		All form fields have a clear type defined, mainly when its email, password, tel etc.... however the type text is used widely and the autocomplete attribute is not much used.
<u>1.4.3 – Contrast (Minimum)</u>	The contrast ratio between regular-sized, nondecorative text and its background is at least 4.5:1.	Partially Supports		Many elements have smaller contrast ration than 4.5.
<u>1.4.4 – Resize Text</u>	Text can be resized up to 200% without loss of content or function.	Supports		
<u>1.4.5 – Images of Text</u>	Aside from a few specific exceptions, there are no images of text.	Supports		

## WCAG Level AA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.4.10 – Reflow</u>	Content presentation is responsive and doesn't require scrolling in two dimensions.	Partially Support		ADPro/Computer Actions, ADPro/ContactActions, ADPro/Groups, other tables in zoom too. We can add a common control to allow filtering out unwanted columns.
<u>1.4.11 – Non-Text Contrast</u>	The contrast ratio between non-text elements (including any states) and their background is at least 3:1.	Supports		
<u>1.4.12 – Text Spacing</u>	Text spacing can be overridden to improve the reading experience.	Partially Supports		Some web reports and dialogs in the web console may suffer from layout issues. Readability may be affected by misaligned layout.
<u>1.4.13 – Content on Hover Focus</u>	When additional content is presented on hover or on focus, the new content is persistent and dismissable.	Not Applicable		Hover text not used. Many items have a separate clickable link for information.
<u>2.4.5 – Multiple Ways</u>	There is more than one way to reach each page.	Supports		
<u>2.4.6 – Headings and Labels</u>	Headings and labels are clear and descriptive.	Supports		
<u>2.4.7 – Focus Visible</u>	Keyboard focus is clear and visible.	Partially Supports		Some elements may not provide an indication of focus.
<u>2.4.11 – Focus Not Obscured (Minimum)</u>	When an actionable element receives focus, at least a portion of it remains visible.	Partially Supports		Elements under certain conditions (hamburger menu, navigation bar) can be obscured.

## WCAG Level AA Checklist

2.5.7 – Dragging Movements	If any part of a website requires a dragging movement, an alternative means of dragging, such as tapping or clicking, is provided.	Not Applicable		There are no parts of website that require dragging movement
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## WCAG Level AA checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.5.8 – Target Size (Minimum)</u>	The size of a target is at least 24 by 24 CSS pixels (with exceptions).	Partially Supports		Menu targets and few other targets are not adhering to the required size specifications.
<u>3.1.2 – Language of Parts</u>	Assistive technology can distinguish and reflect when the human language on a page changes.	Not Applicable		The application is web-based and all elements are in English.
<u>3.2.3 – Consistent Navigation</u>	Navigational elements are consistently displayed, including their location and the order of their content.	Supports		
<u>3.2.4 – Consistent Identification</u>	Components with the same functionality are consistently identified.	Supports		
<u>3.3.3 – Error Suggestion</u>	Users receive helpful / specific suggestions when they make errors.	Partially Supports		Some elements may not provide suggestions on invalid input but will notify if required fields are missing.
<u>3.3.4 – Error Prevention (Legal, Financial, Data)</u>	When users enter financial or legal data, submissions are reversible, and data is checked and confirmed before submission is finalized.	Supports		No Financial or Legal Data is required in On Demand. For Regular Data forms, there are input validation before the form submission and there data validation after the fact and before we save the data.
<u>3.3.8 – Accessible Authentication (Minimum)</u>	When a cognitive function test is used to authenticate a user, an alternative way to authenticate, or a help mechanism to complete the authentication is provided..	Supports		
<u>4.1.3 – Status Messages</u>	Status messages can be presented to the user by assistive technology without receiving focus.	Not Applicable		Status messages are not used.


## WCAG Level AAA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.2.6 – Sign Language (Pre-recorded)</u>	Sign-language interpretation of audio is provided for pre-recorded videos.	Does Not Support	2/25	Fixable by replacing videos with help links.
<u>1.2.7 – Extended Audio Description (Pre-recorded)</u>	Videos without sufficient pauses for audio description are extended so that audio descriptions can be added.	Does Not Support	2/25	We do not use audio descriptions. Fixable by replacing videos with help links.
<u>1.2.8 – Media Alternative (Pre-recorded)</u>	A text alternative, like a descriptive transcript, is provided for all pre-recorded video with audio.	Does Not Support	2/25	Fixable by replacing videos with help links
<u>1.2.9 – Audio-only (Live)</u>	Live text captioning or a transcript is provided for live audio.	Not Applicable		Product does not contain audio-only media
<u>1.3.6 – Identify Purpose</u>	The purpose of elements is programmatically declared by adding semantics or metadata.	Does Not Support	2/25	Website lacks aria-landmarks or link icon personalization.
<u>1.4.6 – Contrast (Enhanced)</u>	The contrast ratio between regular-sized, non-decorative text and its background is at least 7:1.	Does Not Support		
<u>1.4.7 – Low or No Background Audio</u>	Audio contains little to no background noise, or background noise can be turned off.	Not Applicable		Product does not contain audio-only media
<u>1.4.8 – Visual Presentation</u>	Users can adjust a range of presentation options.	Does Not Support		Related to changing the color themes
<u>1.4.9 – Images of Text (No Exception)</u>	There are no images of text.	Supports		

## WCAG Level AAA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.1.3 – Keyboard (No Exception)</u>	All page functionality is operable using a keyboard (with no exceptions).	Supports		
<u>2.2.3 – No Timing</u>	With the exception of real-time events, no content requires timed interaction.	Supports		There are no time-limited activities in product
<u>2.2.4 – Interruptions</u>	Interruptions can be postponed, suppressed, or configured.	Supports		There are no interruptions
<u>2.2.5 – Re-authenticating</u>	User data is saved when re-authenticating.	Partially Supports		Some areas will not save data until save button is clicked.
<u>2.2.6 – Timeouts</u>	Users are warned when extended inactivity could cause data loss.	Not Applicable		We do not have any timeout occurrences in product.
<u>2.3.2 – Three Flashes</u>	No content flashes more than three times per second.	Supports		
<u>2.3.3 – Animation from Interactions</u>	If an animation is triggered by a user interaction, users can stop the animation.	Supports		
<u>2.4.8 – Location</u>	Users can orient themselves within a set of pages.	Partially Supports	2/25	Some pages do not give enough explanation in header where the user is located (or should utilize breadcrumbs as in wizards). Hamburger menu could have lighter text color for current page.

## WCAG Level AAA Checklist

<u>2.4.9 – Link Purpose (Link Only)</u>	Every link's purpose is clear from its text.	Does Not Support	2/25	
<u>2.4.10 – Section Headings</u>	Content is broken up by section headings.	Partially Supports		Product has no section elements, but lacks headings in some pages. Similar to 2.4.8 .
<u>2.4.12 – Focus Not Obscured (Enhanced)</u>	When an actionable element receives focus, the entire component is visible.	Partially Supports		Elements under certain conditions (hamburger menu, navigation bar) can be obscured.
<b>Criterion</b>	<b>Description</b>	<b>Conformance Level</b>	<b>ADTC (Q/YY)</b>	<b>Remarks</b>
<u>2.4.13 – Focus Appearance</u> 	Focus indicators have sufficient color contrast and are sized to be clearly visible.	Partially Supports		Appearance of several focus targets do not change when being focused (radiobox,checkbox)
<u>2.5.5 – Target Size</u>	The size of the target for pointer inputs is at least 44 x 44 CSS pixels.	Does Not Support		
<u>2.5.6 – Concurrent Input Mechanism</u>	Input is not restricted to a specific modality (like keyboard only or touch only).	Supports		

## WCAG Level AAA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<a href="#">3.1.3 – Unusual Words</a>	Words or phrases that are ambiguous or unfamiliar are defined.	Supports		Everything is clearly defined either by a tooltip, information text or regular user guides and documentation provided by our tech writers.
<a href="#">3.1.4 – Abbreviations</a>	Abbreviations are explained or offered in expanded form close by.	Not Applicable		Users using the product should have domain industry knowledge.
<a href="#">3.1.5 – Reading Level</a>	Content is provided at an eighth grade reading level, or an alternative version at or below an eighth grade reading level is provided.	Supports		Documentation and all text inside the app is always reviewed and approved by tech writers to be as simple and straightforward as possible.
<a href="#">3.1.6 – Pronunciation</a>	Words that are hard to pronounce are clarified nearby.	Not Applicable		Users using the product should have domain industry knowledge.
<a href="#">3.2.5 – Change on Request</a>	Content on the page doesn't change unless users initiate it.	Partially Supports		Popup windows actions are not informing users that they will open pop-up ("unless the user can be aware that the link will open in a new window then that change of context cannot be regarded as user-initiated")
<a href="#">3.3.5 – Help</a>	Contextual instructions or cues are provided to help users complete and submit forms.	Supports		Assistance of text inputs is always present via description or help link.
<a href="#">3.3.6 – Error Prevention (All)</a>	For any form where a user submits information, the user can reverse, verify, or confirm changes or deletions.	Partially Supports		Wizard based configurations will provide a summary page for review and back buttons to alter settings.
<a href="#">3.3.9 – Accessible Authentication (Enhanced)</a>	When a cognitive function test is used to authenticate a user, at least one other	Support		



	authentication method is available which is not a cognitive function test.			
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