Open-Xchange Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Open-Xchange App Suite UI 7.10.6

Report Date: February 2022

Product Description:

OX App Suite is an easy-to-use email, communication, and collaboration platform, and provides access to a wide range of white-labeled applications.

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Notes:

In the scope of this document are the core components of the web user interface (login, mail, portal, address book, chat, calendar, tasks, drive). Exempt from the scope is user content e.g. HTML mails, as we can not modify user content.

Evaluation Methods Used:

Testing Open-Xchange App Suite UI involved extensive use of assistive technologies, such as screen readers, screen magnifiers, and speech recognition software, as well exclusive use of the keyboard. Native platform accessibility features were also used to assist with testing. These were supplemented with techniques such as manual inspection of Accessibility API output.

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**
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	**Yes**
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	**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

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- 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.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

1.1.1 Non-text Content (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.1.1 (Web)
   • 10.1.1.1 (Non-web document)
   • 11.1.1.1.1 (Open Functionality Software)
   • 11.1.1.1.2 (Closed Functionality Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports	Web: All non-text controls have a label that describe their purpose. App Suite does not contain time-base media, tests, sensory content, or captchas. Decorative non-text content is implemented so that it can be ignored by assistive technology.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.2.1 (Web)
   • 10.1.2.1 (Non-web document)
   • 11.1.2.1.1 (Open Functionality Software)
   • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
	Web: Not applicable	Web: App Suite UI does not contain audio or video content, outside of user content (e.g. media embedded in HTML mails, or mail-attached media).

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not applicable	Web: App Suite UI does not contain audio or video content, outside of user content (e.g. media embedded in HTML mails, or mail-attached media).
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not applicable	Web: App Suite UI does not contain audio or video content, outside of user content (e.g. media embedded in HTML mails, or mail-attached media)
1.3.1 Info and Relationships (Level A) Also applies to:	Web: Supports with Exceptions	Web: Information, structure and relationships conveyed through presentation can be

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		programmatically determined or are available in text. However, understanding and operating calendar in week or day view might be challenging for non-sighted users.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Content in App Suite UI is in a meaningful sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software)	Web: Supports	Web: Instructions to understand and operate App Suite UI content does not contain rely on sensory characteristics such as shape, color, size, visual location, orientation, or sound.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions	Web: App Suite UI sometimes uses color as the only visual means of conveying focus or selection.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Web: Not applicable	Web: App Suite UI does not contain audio.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

2.1.1 Keyboard (Level A)
Also applies to:
EN 301 549 Criteria
  • 9.2.1.1 (Web)
  • 10.2.1.1 (Non-web document)
  • 11.2.1.1.1 (Open Functionality Software)
  • 11.2.1.1.2 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Web: Supports	Web: All functionality of App Suite UI is operable through a keyboard interface.

2.1.2 No Keyboard Trap (Level A)
Also applies to:
EN 301 549 Criteria
  • 9.2.1.2 (Web)
  • 10.2.1.2 (Non-web document)
  • 11.2.1.2 (Open Functionality Software)
  • 11.2.1.2 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Web: Supports	Web: App Suites UI only traps the keyboard for modal dialogs that have clear methods of returning to the main content, eg. the escape key and dismiss/accept buttons.

2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria	Web: Does not support	Web: App Suite UI contains at least one one-character shortcut and has no method to disable or reconfigure shortcuts.

Criteria	Conformance Level	Remarks and Explanations
• 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Support	Web: App Suite UI does not contain time-based limit, except for an optional, user-configurable, session timeout.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Web: Supports	Web: App Suite UI does not contain elements that automatically move, blink, or scroll. Notifications and email list views do however auto-update, which is essential for the proper and expected function of App Suite.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: App Suite UI does not contain flashing elements.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: App Suite UI contains both skip links and landmarks to assist in keyboard navigation.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: App Suite UI provides descriptive page titles.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: App Suite UI manages focus or tab order of elements in a consistent, logical order. Focus is trapped in dialogs and modals, and should return to the element that opened the dialog or modal, when appropriate.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Support	Web: Links are labeled and meaningful.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Support	Web: App Suite UI does not contain functionality that relies solely on multipoint or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool)	Web: Supports	Web: All drag-and-drop actions in App Suite UI can be aborted by returning the item to its initial position or moving outside the target area.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		

2.5.3 Label in Name (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.2.5.3 (Web)
   • 10.2.5.3 (Non-web document)
   • 11.2.5.3.1 (Open Functionality Software)
   • 11.2.5.3.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Web: Supports with Exceptions	Web: User interface components that include text will mostly start with the same accessible name as the label, except in rare cases where more context is provided to the accessible label.

2.5.4 Motion Actuation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.2.5.4 (Web)
   • 10.2.5.4 (Non-web document)
   • 11.2.5.4 (Open Functionality Software)
   • 11.2.5.4 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Web: Not applicable	Web: App Suite UI does not contain functions triggered by motion.

3.1.1 Language of Page (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.1.1 (Web)
   • 10.3.1.1 (Non-web document)
   • 11.3.1.1.1 (Open Functionality Software)
   • 11.3.1.1.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
	Web: Supports	Web: App Suite UI sets the (user configurable) page language as an attribute on the HTML element

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: App Suite UI does not contain elements that change context on focus.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Supports	Web: App Suite UI does not contain elements that change context on input.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions	Web: Form errors mostly identified; however, sometimes errors are indicted with alerts, or not at all. Additionally, not all errors are explicitly associated with the respective field or are not phrased explicit enough.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions	Web: All form controls in App Suite UI are labeled, and contain additional instructions for screen reader users where appropriate. However, in very rare cases, such as the search field, the input fields do not provide both visual and programmatic labels and rely on placeholder values for form field labels. Furthermore, required form fields might not always be labeled sufficiently.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web)	Web: Does not support	Web: App Suite UI might contain elements that are not nested according to their specification.

Criteria	Conformance Level	Remarks and Explanations
• 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: All form controls are labeled, either with an explicit label element or an aria-label property, where appropriate.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable	Web: App Suite UI does not contain media to be captioned.

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable	Web: App Suite UI does not contain Audio.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: App Suite UI does not restrict to a particular display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool)	Web: Does not Support	Web: App Suite UI doesn't support this yet.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Elements in App Suite UI should have sufficient color contrast.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: App Suite UI scales up to 200% without loss of functionality or information.However text-only zoom is not supported at the moment.
1.4.5 Images of Text (Level AA) Also applies to:	Web: Supports	Web: App Suite UI does not use images of text.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Does not Support	Web: App Suite UI cannot reflow to 320 by 256px.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: Supports with Exceptions	Web: User Interface Components and Graphical Objects mostly have a contrast of at least 3:1.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Does not Support	Web: Setting line height to 1.5 times the font size can lead to loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: Content that is only visible on hover or focus does not obscure or replace other content, is hoverable, and is persistent.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not	Web: Supports	Web: There are multiple ways to locate content in App Suite UI.

Criteria	Conformance Level	Remarks and Explanations
apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: App Suite UI uses descriptive Headings and Labels.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: Supports with Exceptions	Web: Elements in App Suite UI have a visible keyboard focus indicator, but might sometimes lack in contrast.

Criteria	Conformance Level	Remarks and Explanations

• 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)		

3.1.2 Language of Parts (Level AA)
Also applies to:
EN 301 549 Criteria
  • 9.3.1.2 (Web)
  • 10.3.1.2 (Non-web document)
  • 11.3.1.2 (Open Functionality Software) – Does not apply
  • 11.3.1.2 (Closed Software) – Does not apply
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Web: Does not Support	Web: User content in App Suite UI can contain any human language, which cannot be programmatically determine.

3.2.3 Consistent Navigation (Level AA)
Also applies to:
EN 301 549 Criteria
  • 9.3.2.3 (Web)
  • 10.3.2.3 (Non-web document) – Does not apply
  • 11.3.2.3 (Open Functionality Software) – Does not apply
  • 11.3.2.3 (Closed Software) – Does not apply
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
	Web: Supports	Web: Navigation mechanisms in App Suite UI are consistent throughout the application.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) 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		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	Web: Supports	Web: Components that have the same functionality are identified consistently in App Suite UI.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software)	Web: Supports with Exceptions	Web: App Suite UI automatically detect input errors and suggests corrections where feasible; however, not all suggestions are phrased clearly, and some autocomplete helpers might be inaccessible to some users.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not Support	Web: Since App Suite UI includes Email and Chat functionality it is entirely feasible to cause legal commitments outside the control of App Suite. However, due to the technical limitations of email, these actions cannot be reversed, checked, nor confirmed through App Suite UI.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports	Web: App Suite UI implements accessible status messages which can be presented by assistive technologies without receiving focus.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: App Suite UI does not contain prerecorded media.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: App Suite UI does not contain prerecorded media.
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: App Suite UI does not contain prerecorded media.
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: App Suite UI does not contain live media.
1.3.6 Identify Purpose (Level AAA 2.1 only) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: In App Suite UI, the purpose of User Interface Components, icons and regions can be programmatically determined.
1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports with Exceptions	Web: Most if not all text has an contrast ratio of 7:1 (or 4.5:1).
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: App Suite UI does not contain prerecorded audio.
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply	Web: Does not Support	Web: While content can be resized up to 200 percent without horizontal scrolling, and Text is not justified,

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		the width might be more that 80 characters, and line spacing might be less than space-and-a-half. Also, foreground and background colors cannot be freely selected by the user.
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: App Suite UI only uses Images of text for pure presentation, or where a particular presentation is essential.
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: All functionality in App Suite is operable through a keyboard interface without requiring specific timings for individual keystrokes.
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: App Suite does not use timing, except for a user configurabel logout timer, that is not active by default.
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports with Exceptions	Web: Interruptions (Notifications) can be postponed and automatic display of notifications is user-configurable. However, some content (eg. lists of new emails) will auto-update.
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports with Exceptions	Web: When users are automatically logged out, some data is preserved (eg. Mails are saved as Drafts) while other data is lost (unsaved appointments are lost).
2.2.6 Timeouts (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports with Exceptions	Web: Automatic log-out is user configurable, and most data is auto-saved. However, users are not additionally warned.
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: App Suite UI does not flash.
2.3.3 Animation from Interactions (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: App Suite UI does not contain motion animations.

Criteria	Conformance Level	Remarks and Explanations

2.4.8 Location (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Does not Support	Web: App Suite UI does not provide any mechanism that resembles a breadcrumb trail.

2.4.9 Link Purpose (Link Only) (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Supports	Web: The purpose of links in App Suite is identified from link text alone.

2.4.10 Section Headings (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Supports	Web: Section headings are used to organize the content.

2.5.5 Target Size (Level AAA 2.1 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Does not Support	Web: Some targets are smaller than 44 by 44 CSS pixels.

2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Supports	Web: App Suite UI does not restrict the imput method.

3.1.3 Unusual Words (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Does not Support	Web: App Suite UI does not provide a mechanism to identify specific definitions of words or phrases.

3.1.4 Abbreviations (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Does not Support	Web: App Suite UI does not provide a mechanism to link to definitions of abbreviations, nor does it provide a glossary.

3.1.5 Reading Level (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Supports	Web: App Suite UI should not require a reading ability more advanced then the lower secondary education level. This excludes user-content, which may require any reading level.

3.1.6 Pronunciation (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Does not Support	Web: App Suite UI does not provide a mechanism to identify pronunciation.

3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports with Exceptions	Web: App Suite UI does not change context without user request; however, some elements, such as

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		email lists, may auto-update without a method of deactivating this behavior.
3.3.5 Help (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Web: Does not Support	Web: While App Suite provides a comprehensive help system, form-level help is currently not available.
3.3.6 Error Prevention (All) (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Web: Supports with Exceptions	Web: In App Suite UI, some actions a reversible, such as setting an appointment in calendar, while other actions, such as sending an email, are irreversible by nature. App Suite UI tries to check input data as far as possible, and requests user confirmation where appropriate.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Supports**	App Suite UI can be operated without vision with assistive technologies.
302.2 With Limited Vision	Supports	App Suite UI can scale up to 200% both
302.3 Without Perception of Color	Supports with Exceptions	App Suite can be operated without perception of color, as color is not used alone to indicate selection or focus. However, links are identified by color alone. Also, Calendars are identified by color alone, but the colors are configurable.
302.4 Without Hearing	Supports	App Suite UI does not use sound.
302.5 With Limited Hearing	Supports	App Suite UI does not use sound.
302.6 Without Speech	Supports	App Suite UI does not use vocal input.
302.7 With Limited Manipulation	Supports	App Suite UI can be operated with limited manipulation by using a keyboard interface
302.8 With Limited Reach and Strength	Supports	App Suite UI is operable with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	App Suite UI uses text descriptions and icons where appropriate and uses the clearest, simplest language available.

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes: App Suite UI does not have access to platform accessibility services and does not include components that have access to platform accessibility services and conforms to WCAG Level A and WCAG Level AA. App Suite UI is therefore exempt from conforming to 502 or 503. Since App Suite UI is not an authoring tool, 504 is not applicable.

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	Not Applicable	Both Chapters 4 and 5 are not applicable
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	Not Applicable	Documentation is only available in electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	See 602.2
603.3 Accommodation of Communication Needs	Supports	Support is available via web and email.

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	App Suite UI is fully usable without vision through text-to-speach assistive technology and keyboard interfaces.
4.2.2 Usage with limited vision	Supports with Exceptions	App Suite UI can scale at least 200% to help users with limited vision.
4.2.3 Usage without perception of colour	Supports with Exceptions	App Suite UI does not rely on color alone with some exceptions. Notably link color and selection or focus color on some controls.
4.2.4 Usage without hearing	Supports	App Suite UI does not rely on hearing.
4.2.5 Usage with limited hearing	Supports	App Suite UI does not rely on hearing.
4.2.6 Usage with no or limited vocal capability	Supports	App Suite UI does not rely on vocal capability.
4.2.7 Usage with limited manipulation or strength	Supports	App Suite UI is operable with limited manipulation or strength through touch, pointer or keyboard interfaces.
4.2.8 Usage with limited reach	Supports	App Suite UI is operable with limited reach through touch, pointer or keyboard interfaces.
4.2.9 Minimize photosensitive seizure triggers	Supports	App Suite UI does not flash or contain elements that are likely to trigger photosensitive seizures.

Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Supports	App Suite UI uses text descriptions and icons where appropriate and uses the clearest, simplest language available.
4.2.11 Privacy	Supports	Features provided for accessibility do not compromise privacy.

Chapter [5: Generic Requirements](#)

Notes: App Suite UI has no closed functionality, hence 5.1 does not apply

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.2 Activation of accessibility features	Supports	All accessibility features in App Suite UI are activated by default and do not need to be activated.
5.3 Biometrics	Not Applicable	App Suite UI does not use biological characteristics.
5.4 Preservation of accessibility information during conversion	Supports	Content created and processed in App Suite UI preserves information provided for accessibility.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	App Suite UI does not have operable parts.
5.5.2 Operable parts discernibility	Not Applicable	App Suite UI does not have operable parts.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.6.1 Tactile or auditory status	Not Applicable	Assistive Technologies can be used to examine locking and toggle controls in App Suite through touch and sound; however, this is not actively tested.
5.6.2 Visual status	Not Applicable	Locking and toggle controls are always presented visually to the user.
5.7 Key repeat	Not Applicable	App Suite UI does not provide key repeat on its own; however, the user's system might.
5.8 Double-strike key acceptance	Not Applicable	App Suite UI does not provide a keyboard or keypad.
5.9 Simultaneous user actions	Not Applicable	App Suite UI does not use simultaneous user actions.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Chapter 7: ICT with Video Capabilities

Notes: Not Applicable

Chapter 8: Hardware

Notes: Not Applicable

Chapter 9: Web (see WCAG 2.x section)

Notes: see WCAG 2.x section

Chapter 10: Non-Web Software

Notes: Not Applicable

Chapter 11: Software

Notes: Not Applicable

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Does not Support	App Suite UI supports established accessibility features used by the users assistive technology and is therefor not further documented.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Evaluated	Open-Xchange and its partners offer free or paid support that should be able to offer any information or support regarding accessibility and compatibility features.
12.2.3 Effective communication	Not Evaluated	Open-XChange and its partners offer free or paid support over multiple channels (mail, chat, phone)
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

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