

PROCESS DIRECTOR ACCESSIBILITY CONFORMANCE REPORT

VPAT© VERSION 2.3



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Version History

Table 1: Record of Changes

VERSION	DATE	DESCRIPTION
1.0	13 Nov 2019	Initial 2.3 Version
1.1	14 Nov 19	Added the ECN 301 549 report. Removed inapplicable sections.

Report Information

VPAT© Version

2.3 (Revised) – April 2019

Name of Product/Version

Process Director v5.26

Product Description

BP Logix, headquartered in San Diego, pioneered predictive business process management (BPM) with its many patented innovations, empowering individuals and teams to rapidly develop, deploy, and enhance critical digital applications. The company's flagship product, Process Director, is an AI-enabled, low-code/no-code development platform for custom digital applications.

Customers including Barclay Damon, the City of Fort Worth, IDEX, Leo Burnett USA, Memphis Light, Gas and Water, MultiPlan and University of Central Florida rely on Process Director innovations such as machine learning and fully integrated case management, and its broad integration with Azure IoT Hub, social media, and enterprise applications and services in the Cloud and in the data-center. Process Director enables customers to rapidly build and enhance end-to-end, digital applications that deliver clear and measurable improvements in productivity, compliance, and customer engagement.

The BP Logix name and logo are the registered service and trademarks of BP Logix, Inc.

Report Date

13 Nov 2019

Contact Information

For more information regarding accessibility and Process Director, please contact Dale Franks (dale.franks@bplogix.com) or John Lawson (john.lawson@bplogix.com).

Notes

The information provided herein is applicable to the use of Process Director to create accessibility-compliant applications for end users. The accessibility compliance methods described herein do not extend to the administration or development features of the product.

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

The information herein is provided under the terms of the legal disclaimer on page 39.

Evaluation Methods Used

Conformance to the listed accessibility standards has been evaluated by BP Logix using a combination of static analysis tools and manual testing with assistive technologies.

Applicable Standards

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

Table 2: Accessibility Standards Addressed

STANDARD/GUIDELINE	Included in Report
Web Content Accessibility Guidelines 2.1	Level A: Yes Level AA: Yes Level AAA: Partial
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, - V2.1.2 (2018-08)	Yes

Terms

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

- *Full:* The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- *Partial:* Some functionality of the product does not meet the criterion.
- *Unsupported:* The majority of product functionality does not meet the criterion.
- *Not Applicable:* The criterion is not relevant to the product.

Implementer: A person who uses Process Director to design, implement and/or distribute applications created in Process Director to end users.

User(s): Person who are end users of Process Director applications created by Implementers.

Knowledge View: A simple reporting method that produces a tabular view of Process Director data to users and implementers.

Form: An electronic form created by an Implementer to enable users to submit information.

Process Timeline© (Timeline): The primary method used by process Director to model processes.

Web Content Accessibility Requirements (WCAG) 2.1

The World-Wide Web Consortium (W3C) has specified three levels of accessibility in the WCAG Standards: Levels A, AA, and AAA. Most legal requirements specify compliance with Level AA of the WCAG guidelines. Since that is so, this document will not attempt to provide a listing of all Level AAA requirements. Some requirements aren't related to the controls or other features of Process Director, but are specifications that implementers must implement manually, such as the names given to form controls, or the link text used for hyperlinks. Process Director will automatically implement accessibility standards where it can, but much of the burden remains upon the implementer to implement accessibility standards as part of the end-user application's design.

Principle 1: Perceivable

Information and user interface components must be presentable to users in ways they can perceive.

Guideline 1.1 Text Alternatives

Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols, or simpler language.

Table 3: Success Criteria for Guideline 1.1

CRITERIA	CONFORMANCE	NOTES
<p>1.1.1 Non-text Content</p> <p>Level A - All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.</p> <p>Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.)</p> <p>Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.)</p> <p>Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.</p> <p>Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.</p>	<p>Full</p>	<p>The relevant Process Director controls have appropriate Caption, Alt Text, and other similar properties that implementers can use to implement this guideline.</p>

CRITERIA	CONFORMANCE	NOTES
<p>CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.</p> <p>Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.</p>		

Guideline 1.2 – Time-based Media

Provide alternatives for time-based media.

Does Not Support: This is not generally relevant to Process Director, as the product does not display video or audio presentations.

Guideline 1.3 – Adaptable

Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

Table 4: Success Criteria for Guideline 1.3

CRITERIA	CONFORMANCE	NOTES
<p>1.3.1 Info and Relationships Level A - Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Full	Implementer responsibility. Use tables to present tabular data, and use the appropriate table headers. When doing so, Process Director's Online Form Designer will automatically insert the appropriate table, th, tr, td, etc., tags. Headers can be specified for rows, columns, or individual cells Process Director automatically provides the HTML "scope" attribute for headers to associate header cells and data cells in data tables.
<p>1.3.2 Meaningful Sequence Level A - When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Not Applicable	This is not generally relevant to Process Director.
<p>1.3.3 Sensory Characteristics Level A - Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.</p>	Full	Implementer responsibility. Image-only buttons, images used as buttons, or other UI conventions should always provide a textual identification in addition to the sensory-based convention, e.g., using alt text for image buttons, as described above.

CRITERIA	CONFORMANCE	NOTES
<p>1.3.4 Orientation Level AA - Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p>	Full	Implementer responsibility. By default, Process Director form objects scale to 100% automatically.
<p>1.3.5 Identify Input Purpose Level AA - The purpose of each input field collecting information about the user can be programmatically determined when:</p> <p>The input field serves a purpose identified in the Input Purposes for User Interface Components section; and</p> <p>The content is implemented using technologies with support for identifying the expected meaning for form input data.</p>	Full	Implementer responsibility. Implementers should give input fields logical, recognizable Name properties that reflect the type of data being collected by the input control

Guideline 1.4 – Distinguishable

Make it easier for users to see and hear content including separating foreground from background.

Table 5: Success Criteria for Guideline 1.4

CRITERIA	CONFORMANCE	NOTES
<p>1.4.1 Use of Color Level A - Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Full	Implementer responsibility. Use of color cues alone to display a status, or prompt a response is not an acceptable accessibility practice. Color should be an enhancement to, and not the primary method of, communication.
<p>1.4.2 Audio Control Level A - If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	Not Applicable	This is not generally relevant to Process Director.
<p>1.4.3 Contrast (Minimum) Level AA - The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except the following:</p> <p>Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;</p> <p>Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</p> <p>Logotypes: Text that is part of a logo or brand name has no contrast requirement.</p>	Full	Implementer responsibility. Process Director provides full formatting control over text attributes.

CRITERIA	CONFORMANCE	NOTES
<p>1.4.4 Resize text Level AA - Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	Full	Implementer responsibility. Process Director provides full formatting control over text attributes.
<p>1.4.5 Images of Text Level AA - If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <p>Customizable: The image of text can be visually customized to the user's requirements;</p> <p>Essential: A particular presentation of text is essential to the information being conveyed.</p> <p>Note 1: Logotypes (text that is part of a logo or brand name) are considered essential.</p>	Full	Implementer responsibility.
<p>1.4.6 Contrast (Enhanced) Level AAA - The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following:</p> <p>Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1;</p> <p>Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</p> <p>Logotypes: Text that is part of a logo or brand name has no contrast requirement.</p>	Full	Implementer responsibility. Process Director provides full formatting control over text attributes.
<p>1.4.7 Low or No Background Audio</p>	Not Applicable	This is not generally relevant to Process Director.
<p>1.4.8 Visual Presentation</p>	Not Applicable	This is not generally relevant to Process Director.
<p>1.4.9 Images of Text (No Exception) Level AAA - Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed.</p>	Full	Implementer responsibility.

CRITERIA	CONFORMANCE	NOTES
<p>1.4.10 Reflow Level AA - Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for</p> <p>Vertical scrolling content at a width equivalent to 320 CSS pixels;</p> <p>Horizontal scrolling content at a height equivalent to 256 CSS pixels.</p> <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p>	Full	<p>When using the mobile device component, Process Director will automatically reflow content, such as tables, to ensure it fits within smaller viewports without having to scroll horizontally. Otherwise, some relatively simple CSS styling applied to the form in the Properties tab of the Form Definition can accomplish the same refactoring to control the reflow of a table., which is an Implementer responsibility.</p>
<p>1.4.11 Non-text Contrast Level AA - The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <p>User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;</p> <p>Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.</p>	Full	Implementer responsibility.
<p>1.4.12 Text Spacing Level AA - In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <p>Line height (line spacing) to at least 1.5 times the font size;</p> <p>Spacing following paragraphs to at least 2 times the font size;</p> <p>Letter spacing (tracking) to at least 0.12 times the font size;</p> <p>Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p>	Not Applicable	<p>While this is not generally applicable to Process Director, the product enables full control of text attributes. Implementers should not make the organization or presentation of information dependent on line, letter, or paragraph spacing. This is also a layout consideration that affects the requirements of both 1.3.4, and 1.4.4, above.</p>

CRITERIA	CONFORMANCE	NOTES
<p>1.4.13 Content on Hover or Focus</p> <p>Level AA - Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <p>Dismissible: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;</p> <p>Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;</p> <p>Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</p> <p>Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p>	Not Applicable	While process Director does provide a method of content hiding via section controls, it is event-based, and not mouse-based.

Principle 2 – Operable

User interface components and navigation must be operable.

Guideline 2.1 Keyboard Accessible

Make all functionality available from a keyboard.

Table 6: Success Criteria for Guideline 2.1

CRITERIA	CONFORMANCE	NOTES
<p>2.1.1 Keyboard</p> <p>Level A - All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>	Full	Process Director uses HTML controls and links for all form controls. All user-accessible objects are navigable via keyboard, e.g., users can use the tab key to navigate from one control to the next. The path of the user's movement is controlled by the location of the control on the form. Navigation operates from left to right and from top to bottom for browsers that have European language settings, and from right to left and top to bottom for other browser language settings. Implementers can set a custom tab order.

<p>2.1.2 No Keyboard Trap Level A - If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p> <p>Note 1: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion.</p>	<p>Full</p>	<p>Implementer responsibility. Though all controls on a form are keyboard navigable automatically through a set tab order in Process Director, implementers should ensure they do not create a keyboard trap when using a custom tab order.</p>
<p>2.1.3 Keyboard (No Exception) Level AAA - All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.</p>	<p>Full</p>	<p>Keystroke timing is not generally relevant to Process Director.</p>
<p>2.1.4 Character Key Shortcuts Level A- If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <p>Turn off: A mechanism is available to turn the shortcut off;</p> <p>Remap: A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt);</p> <p>Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.</p>	<p>Not Applicable</p>	<p>This is not generally relevant to Process Director.</p>

Guideline 2.2 – Enough Time

Provide users enough time to read and use content.

Table 7: Success Criteria for Guideline 2.2

CRITERIA	CONFORMANCE	NOTES
<p>2.2.1 - Timing Adjustable</p> <p>Level A - For each time limit that is set by the content, at least one of the following is true:</p> <p>Turn off: The user is allowed to turn off the time limit before encountering it; or</p> <p>Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</p> <p>Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</p> <p>Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or</p> <p>Essential Exception: The time limit is essential and extending it would invalidate the activity; or</p> <p>20 Hour Exception: The time limit is longer than 20 hours.</p>	<p>Full</p>	<p>This is generally not relevant to Process Director forms, as they are not content-timed.</p> <p>Implementer responsibility. This may be relevant to Knowledge Views, which do have a "Automatically refresh results (in seconds)" property available. Implementers should not impose automatic refreshes on Knowledge views unless it is essential for real-time event viewing.</p>
<p>2.2.2 Pause, Stop, Hide</p> <p>Level A - For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <p>Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and</p> <p>Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</p>	<p>Not Applicable</p>	<p>This is generally not relevant to Process Director.</p>

CRITERIA	CONFORMANCE	NOTES
2.2.3 No Timing Level AAA - Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events.	Full	Process Director is generally compliant with the specification, unless an automatic refresh is intentionally implemented by the implementer, as in the case of Knowledge Views, as mentioned in 2.2.1, above.
2.2.4 Interruptions Level AAA - Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency.	Full	Process Director is generally compliant with this specification, as users control the timing of data submission by manual action.
2.2.5 Re-authenticating Level AAA - When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating.	Full	Implementer responsibility. Reauthentication is not required in Process Director by default, though implementers can impose it.
2.2.6 Timeouts Level AAA - Users are warned of the duration of any user inactivity that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions.	Not Applicable	This is generally not relevant to Process Director.

Guideline 2.3 – Seizures and Physical Reactions

Do not design content in a way that is known to cause seizures or physical reactions.

Table 8: Success Criteria for Guideline 2.3

CRITERIA	CONFORMANCE	NOTES
2.3.1 Three Flashes or Below Threshold Level A - Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.	Full	Implementer responsibility. As a best practice, implementers should never include such elements in an object viewable by end users.
2.3.2 Three Flashes Level AAA - Web pages do not contain anything that flashes more than three times in any one second period.	Full	Implementer responsibility. As a best practice, implementers should never include such elements in an object viewable by end users.
2.3.3 Animation from Interactions Level AAA - Motion animation triggered by interaction can be disabled, unless the animation is essential to the functionality or the information being conveyed.	Full	Implementer responsibility. As a best practice, implementers should never include such elements in an object viewable by end users.

Guideline 2.4 – Navigable

Provide ways to help users navigate, find content, and determine where they are.

Table 9: Success Criteria for Guideline 2.4

CRITERIA	CONFORMANCE	NOTES
2.4.1 Bypass Blocks Level A - A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	Not Applicable.	This is generally not relevant to Process Director.

CRITERIA	CONFORMANCE	NOTES
<p>2.4.2 Page Titled Level A - Web pages have titles that describe topic or purpose.</p>	Full	<p>All user-viewable objects in Process Director have an instantiated name property that can be customized. This instance name serves as the page title when displayed to end users.</p> <p>Implementer responsibility. As a best practice, implementers, when editing the instantiated name property, should provide the appropriate instance names for every object.</p>
<p>2.4.3 Focus Order Level A - If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	Full	<p>This specification is generally covered by the answers provided in 2.2.1-2.2.3 above.</p>
<p>2.4.4 Link Purpose (In Context) Level A - The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.</p>	Full	<p>Implementer responsibility. Implementers creating hyperlinks using the Hot-link control, or manually creating hyperlinks in the raw HTML of an HTML control, should comply with this requirement, so that users know the context and purpose of the link before clicking it.</p>
<p>2.4.5 Multiple Ways Level AA - More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.</p>	Full	<p>Process Director provides a number of built-in navigation methods.</p> <p>Implementer responsibility. Since implementers can fully customize user interfaces, they should incorporate navigation buttons other links to all forms or other objects to which users have access.</p>
<p>2.4.6 Headings and Labels Level AA - Headings and labels describe topic or purpose.</p>	Full	<p>Implementer responsibility. Implementers should ensure that all heading and labels are appropriately descriptive.</p>
<p>2.4.7 Focus Visible Level AA - Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Full	<p>Process Director is generally compliant with this specification, and highlights the field/control that has the focus when using keyboard navigation, i.e., tabbing between controls.</p>
<p>2.4.8 Location Level AAA - Information about the user's location within a set of Web pages is available.</p>	Not Applicable	<p>This is generally not relevant to Process Director.</p>

CRITERIA	CONFORMANCE	NOTES
<p>2.4.9 Link Purpose (Link Only)</p> <p>Level AAA - A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general.</p>	Full	Implementer responsibility. Implementers creating hyperlinks using the Hot-link control, or manually creating hyperlinks in the raw HTML of an HTML control, should comply with this requirement, so that users know the context and purpose of the link before clicking it.
<p>2.4.10 Section Headings</p> <p>Level AAA - Section headings are used to organize the content.</p>	Full	Implementer responsibility.

Guideline 2.5 – Input Modalities

Make it easier for users to operate functionality through various inputs beyond keyboard.

Table 10: Success Criteria for Guideline 2.5

CRITERIA	CONFORMANCE	NOTES
<p>2.5.1 Pointer Gestures</p> <p>Level A - All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p> <p>Note: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).</p>	Not Applicable	This is generally not relevant to Process Director.
<p>2.5.2 Pointer Cancellation</p> <p>Level A - For functionality that can be operated using a single pointer, at least one of the following is true:</p> <p>No Down-Event: The down-event of the pointer is not used to execute any part of the function;</p> <p>Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion;</p> <p>Up Reversal: The up-event reverses any outcome of the preceding down-event;</p> <p>Essential: Completing the function on the down-event is essential.</p>	Not Applicable	This is generally not relevant to Process Director.
<p>2.5.3 - Label in Name</p> <p>Level A - For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>	Not Applicable	This is generally not relevant to Process Director, as all labels are text-based.

CRITERIA	CONFORMANCE	NOTES
<p>2.5.4 Motion Actuation</p> <p>Level A - Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation.</p>	Not Applicable	This is generally not relevant to Process Director.
<p>2.5.5 Target Size</p> <p>Level AA - The size of the target for pointer inputs is at least 44 by 44 CSS pixels except when:</p> <p>Equivalent: The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels;</p> <p>Inline: The target is in a sentence or block of text;</p> <p>User Agent Control: The size of the target is determined by the user agent and is not modified by the author;</p> <p>Essential: A particular presentation of the target is essential to the information being conveyed.</p>	Full	Implementer responsibility. Implementers should ensure that user interface targets are sized appropriately.
<p>2.5.6 Concurrent Input Mechanisms</p> <p>Level AAA - Web content does not restrict use of input modalities available on a platform except where the restriction is essential, required to ensure the security of the content, or required to respect user settings.</p>	Not Applicable	This is generally not relevant to Process Director.

Principle 3 – Understandable

Information and the operation of the user interface must be understandable.

Guideline 3.1 – Readable

Make text content readable and understandable.

Table 11: Success Criteria for Guideline 3.1

CRITERIA	CONFORMANCE	NOTES
<p>3.1.1 Language of Page</p> <p>Level A - The default human language of each Web page can be programmatically determined.</p>	Full	Process Director's entire user interface is customizable for culture/language, based on the user's selected culture setting. All forms and other user-viewable objects are also fully customizable for culture as well.
<p>3.1.2 Language of Parts</p> <p>Level AA - The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	Not Applicable	This is generally not relevant to Process Director, though designers can, through the use of the HTML control, provide the appropriate language indicators in the raw HTML via the "lang" attribute of an HTML text tag.

CRITERIA	CONFORMANCE	NOTES
<p>3.1.3 Unusual Words</p> <p>Level AAA - A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon.</p>	Not Applicable	This is not generally relevant to Process Director, though designers can, through the use of the HTML control, use the "dfn" tag to specify a definition.

Guideline 3.2 – Predictable

Make Web pages appear and operate in predictable ways.

Table 12: Success Criteria for Guideline 3.2

CRITERIA	CONFORMANCE	NOTES
<p>3.2.1 On Focus</p> <p>Level A - When any user interface component receives focus, it does not initiate a change of context.</p>	Not Applicable	This is generally not relevant to Process Director. To the extent context is changed, it is changed as the result of a manual user input, not a result of simply gaining focus.
<p>3.2.2 On Input</p> <p>Level A - Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.</p>	Full	Implementer responsibility. Implementers should provide users with explanatory text that a change to a user input will change context, so that users understand the result of any input action.
<p>3.2.3 Consistent Navigation</p> <p>Level AA - Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.</p>	Full	Implementer responsibility. Implementers should ensure that any navigation scheme they create is consistent, so that the user receives the same experience over time.
<p>3.2.4 Consistent Identification</p> <p>Level AA - Components that have the same functionality within a set of Web pages are identified consistently.</p>	Full	Implementer responsibility. Similar to 3.2.3, above, component definitions and explanations should be consistent.
<p>3.2.5 Change on Request</p> <p>Level AAA - Changes of context are initiated only by user request or a mechanism is available to turn off such changes.</p>	Full	Implementer responsibility. By default, Process Director requires a user action to initiate a context change. Implementers should not implement a context change without requiring a user interaction.

Guideline 3.3 – Input Assistance

Help users avoid and correct mistakes.

Table 13: Success Criteria for Guideline 3.3

CRITERIA	CONFORMANCE	NOTES
<p>3.3.1 Error Identification</p> <p>Level A - If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>	Full	In addition to the default test notifications for required fields, wrong data types, etc., Process Director enables designers to create their own custom validation conditions and associated text notifications.
<p>3.3.2 Labels or Instructions</p> <p>Level A - Labels or instructions are provided when content requires user input.</p>	Full	Process Director provides a number of methods for designers to accomplish this. In addition to the Label controls, input fields have an Empty Text property and Tooltip property that should be used to provide brief instructions about what information goes into the field. Additional instructions can also be provided via alert boxes.
<p>3.3.3 Error Suggestion</p> <p>Level AA - If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Full	Implementer responsibility. Implementers should include appropriate error correction suggestions in the error messages they configure.
<p>3.3.4 Error Prevention (Legal, Financial, Data)</p> <p>Level AA - For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <p>Reversible: Submissions are reversible.</p> <p>Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</p> <p>Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</p>	Full	Implementer responsibility. Process Director provides a number of tools to implementer, such as alert boxes in the form, confirmation requirements, requiring text comments for a specified result, custom validation rules, and many more. Additionally, the Compliance component enables form field auditing when turned on via the Audit Form field changes property of the Form definition.
<p>3.3.5 Help</p> <p>Level AAA - Context-sensitive help is available.</p>	Full	Implementer responsibility. Process Director provides a number of ways for implementers to provide context sensitive help, such as tooltips, empty text for form fields, and callable alert boxes.

CRITERIA	CONFORMANCE	NOTES
<p>3.3.6 Error Prevention (All)</p> <p>Level AAA - For Web pages that require the user to submit information, at least one of the following is true:</p> <p>Reversible: Submissions are reversible.</p> <p>Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</p> <p>Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</p>	Full	Implementer responsibility. Process Director provides a number of tools to implementer, such as alert boxes in the form, confirmation requirements, requiring text comments for a specified result, custom validation rules, and many more.

Principle 4 – Robust

Content must be robust enough that it can be interpreted by a wide variety of user agents, including assistive technologies.

Guideline 4.1 – Compatible

Maximize compatibility with current and future user agents, including assistive technologies.

Table 14: Success Criteria for Guideline 4.1

CRITERIA	CONFORMANCE	NOTES
<p>4.1.1 Parsing</p> <p>Level A - In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p>	Full	This is a core feature of Process Director; however, designers must also ensure that the HTML controls use raw HTML that is similarly parsable within the DOM.
<p>4.1.2 Name, Role, Value</p> <p>Level A - For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.</p>	Full	This is a core feature of Process Director.
<p>4.1.3 Status Messages</p> <p>Level AA - In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.</p>	Full	This is a core feature of Process Director. Implementer-configured status messages, such as validation errors, are always included in the existing, text-based, messaging system, which never receives focus when error or other status messages are displayed.

Section 508 Report

In 1998, Section 508 was added to the Rehabilitation Act of 1973. This section was updated in 2017 to add new accessibility guidelines. Section 508 now incorporates accessibility requirements from:

- The Americans with Disabilities Act
- Section 255 of the Communications Act
- The 21st Century Communications and Video Accessibility Act of 2010

Chapter 3: Functional Performance Criteria

Table 15: Functional Performance Criteria

CRITERIA	CONFORMANCE	NOTES
302.1 Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Not Applicable	At some level, vision is required. Is there at least one mode of input/output operation accessible to a blind person for each feature in the program? Not Applicable If the mode of operation for the blind user to access the feature is non-standard, is the mode of operation well documented? Not Applicable
302.2 With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that magnifies, one mode that reduces the field of vision required, and one mode that allows user control of contrast.	Full	Is there at least one mode of input/output operation accessible to a user with limited vision for each feature of the program? Yes If the mode of operation for the user with limited vision to access the feature is non-standard, is the mode of operation well documented? Not Applicable
302.3 Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user perception of color.	Full	Implementer responsibility. Is there at least one mode of operation accessible to a user who cannot perceived color for each feature in the program? Yes If the mode of operation for a user who cannot perceive color to access the feature is non-standard, is the mode of operation well documented? Yes
302.4 Without Hearing. Where an auditory mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Not Applicable	There is no auditory element to the product.

CRITERIA	CONFORMANCE	NOTES
302.5 With Limited Hearing. Where an auditory mode of operation is provided, ICT shall provide at least one mode of operation which improves clarity, one mode that reduces background noise, and one mode that allows user control of volume.	Not Applicable	There is no auditory element to the product.
302.6 Without Speech. Where a spoken mode of operation is provided, ICT shall provide at least one mode of operation that does not require user speech.	Not Applicable	There is no spoken element to the product.
302.7 With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or operation of more than one control at the same time.	Full	Are all the features of the application keyboard accessible? Yes When supported by the operating system, are all features of the product or service available to users of accessibility tools that provide voice control and input? Yes
302.8 With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Not Applicable	This is an advanced product for business users.

Chapter 4: Hardware

As a software application that does not include any hardware component, the requirements of Chapter 4 do not apply to Process Director.

Chapter 5: Software

General Requirements

501.1 Scope. The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

Process Director is a Web application that does not have access to platform accessibility services and does not include components that have access to platform accessibility services. Process Director does conform to both Level A and Level AA success criteria in WCAG 2.0 and 2.1. Thus, Process Director is exempt from the requirements of Chapter 5.

Chapter 6: Support Documentation and Services

601.1 Scope. The technical requirements in Chapter 6 shall apply to ICT support documentation and services where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

Table 16: Support Documentation and Services

CRITERIA	CONFORMANCE	NOTES
602.1 General. Documentation that supports the use of ICT shall conform to 602.	Full	
602.2 Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Not Applicable	If the product provided built in accessibility features, then are those features explained in the support documentation? Not Applicable
602.3 Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Full	If the support documentation is provided as HTML pages, then do the HTML pages adhere to all 508 requirements as described in the WCAG sub epic and WCAG - web only sub epic? Yes If the support documentation is provided as a separate document (PDF, Word, etc.) then does the document pass the WCAG 2.0 checkpoints for documents? Yes
602.4 Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Not Applicable	If the project documentation only in non-electronic formats, is the process documented that describes how people with disabilities can request and be provided with access to the documentation in alternative formats? Not Applicable
603.1 General. ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.	Full	
603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Full	Accessibility documentation to describe conformance to WCAG 2.0 is provided at the Process Director Documentation web site at https://doc.bpllogix.com/content/implementersreference/accessibility.htm
603.3 Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Full	

EN 301 549 Report

The European Union adopted the Accessibility Requirements for ICT Products and Services, EN 301 549, in response to standardization request M 554 from the European Commission. This standard specifies the functional accessibility requirements applicable to ICT products and services in the European Union.

Chapter 4: Functional Performance

Functional Performance Statements

Table 17: Functional Performance Statements

CRITERIA	CONFORMANCE	NOTES
<p>4.2.1 Usage without vision, Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that does not require vision.</p> <p>NOTE 1: A web page or application with a well formed semantic structure can allow users without vision to identify, navigate and interact with a visual user interface.</p> <p>NOTE 2: Audio and tactile user interfaces may contribute towards meeting this clause.</p>	Full	Process Director presents content as a structured web page to users. Implementers should use care to ensure that the use of custom HTML does not break the semantic structure of the page.
<p>4.2.2 Usage with limited vision. Where ICT provides visual modes of operation, some users will need the ICT to provide features that enable users to make better use of their limited vision.</p> <p>NOTE 1: Magnification, reduction of required field of vision and control of contrast, brightness and intensity can contribute towards meeting this clause.</p> <p>NOTE 2: Where significant features of the user interface are dependent on depth perception, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.</p> <p>NOTE 3: Users with limited vision may also benefit from non-visual access (see clause 4.2.1).</p>	Full	Implementer responsibility.

CRITERIA	CONFORMANCE	NOTES
<p>4.2.3 Usage without perception of colour. Where ICT provides visual modes of operation, some users will need the ICT to provide a visual mode of operation that does not require user perception of colour.</p> <p>NOTE: Where significant features of the user interface are colour-coded, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.</p>	Full	Implementer responsibility.
<p>4.2.4 Usage without hearing. Where ICT provides auditory modes of operation, some users need ICT to provide at least one mode of operation that does not require hearing.</p> <p>NOTE: Visual and tactile user interfaces may contribute towards meeting this clause.</p>	Not Applicable	There is no auditory element to the product.
<p>4.2.5 Usage with limited hearing. Where ICT provides auditory modes of operation, some users will need the ICT to provide enhanced audio features.</p> <p>NOTE 1: Enhancement of the audio clarity, reduction of background noise, increased range of volume and greater volume in the higher frequency range can contribute towards meeting this clause.</p> <p>NOTE 2: Users with limited hearing may also benefit from non-hearing access (see clause 4.2.4).</p>	Not Applicable	There is no auditory element to the product.
<p>4.2.6 Usage without vocal capability. Where ICT requires vocal input from users, some users will need the ICT to provide at least one mode of operation that does not require them to generate vocal output.</p> <p>NOTE 1: This clause covers the alternatives to the use of orally-generated sounds, including speech, whistles, clicks, etc.</p> <p>NOTE 2: Keyboard, pen or touch user interfaces may contribute towards meeting this clause.</p>	Not Applicable	The product does not require vocal input.

CRITERIA	CONFORMANCE	NOTES
<p>4.2.7 Usage with limited manipulation or strength. Where ICT requires manual actions, some users will need the ICT to provide features that enable users to make use of the ICT through alternative actions not requiring manipulation or hand strength.</p> <p>NOTE 1: Examples of operations that users may not be able to perform include those that require fine motor control, path dependant gestures, pinching, twisting of the wrist, tight grasping, or simultaneous manual actions.</p> <p>NOTE 2: One-handed operation, sequential key entry and speech user interfaces may contribute towards meeting this clause.</p> <p>NOTE 3: Some users have limited hand strength and may not be able to achieve the level of strength to perform an operation. Alternative user interface solutions that do not require hand strength may contribute towards meeting this clause.</p>	<p>Full</p>	<p>Implementer responsibility.</p> <p>In general, all of the features of the application are keyboard accessible.</p> <p>When supported by the operating system, all features of the product are available to users of accessibility tools that provide voice control and input.</p>
<p>4.2.8 Usage with limited reach. Where ICT products are free-standing or installed, the operational elements will need to be within reach of all users.</p> <p>NOTE: Considering the needs of wheelchair users and the range of user statures in the placing of operational elements of the user interface may contribute towards meeting this clause.</p>	<p>Not Applicable</p>	
<p>4.2.9 Minimize photosensitive seizure triggers. Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that minimizes the potential for triggering photosensitive seizures.</p> <p>NOTE: Limiting the area and number of flashes per second may contribute towards meeting this clause.</p>	<p>Full</p>	<p>Implementer responsibility. Be default, the product contains no photosensitive triggers.</p>
<p>4.2.10 Usage with limited cognition. Some users will need the ICT to provide features that make it simpler and easier to use.</p> <p>NOTE 1: This clause is intended to include the needs of persons with limited cognitive, language and learning abilities.</p> <p>NOTE 2: Adjustable timings, error indication and suggestion, and a logical focus order are examples of design features that may contribute towards meeting this clause.</p>	<p>Not Applicable</p>	<p>This is an advanced product for business users.</p>

CRITERIA	CONFORMANCE	NOTES
<p>4.2.11 Privacy. Where ICT provides features that are provided for accessibility, some users will need their privacy to be maintained when using those ICT features that are provided for accessibility.</p> <p>NOTE: Enabling the connection of personal headsets for private listening, not providing a spoken version of characters being masked and enabling user control of legal, financial and personal data are examples of design features that may contribute towards meeting this clause.</p>	Full	Implementer responsibility.

Chapter 5: Generic Requirements

General

Table 18: General Requirements

CRITERIA	CONFORMANCE	NOTES
<p>5.1.2.1 Closed functionality. Where ICT has closed functionality, it shall meet the requirements set out in clauses 5.2 to 13, as applicable.</p> <p>NOTE 1: ICT may close some, but not all, of its functionalities. Only the closed functionalities have to conform to the requirements of clause 5.1.</p> <p>NOTE 2: The provisions within this clause are requirements for the closed functionality of ICT that replace those requirements in clauses 5.2 to 13 that specifically state that they do not apply to closed functionality. This may be because they relate to compatibility with assistive technology or to the ability for the user to adjust system accessibility settings in products with closed functionality (e.g. products that prevent access to the system settings control panel).</p>	See 5.2 through 13	See information in 5.2 through 13
<p>5.1.2.2 Assistive technology. Where ICT has closed functionality, that closed functionality shall be operable without requiring the user to attach, connect or install assistive technology and shall conform to the generic requirements of clauses 5.1.3 to 5.1.6 as applicable. Personal headsets and induction loops shall not be classed as assistive technology for the purpose of this clause.</p>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6

Non-Visual Access

Table 19: Non-Visual Access Requirements

CRITERIA	CONFORMANCE	NOTES
<p>5.1.3.1 General. Where visual information is needed to enable the use of those functions of ICT that are closed to assistive technologies for screen reading, ICT shall provide at least one mode of operation using non-visual access to enable the use of those functions.</p> <p>NOTE 1: Non-visual access may be in an audio form, including speech, or a tactile form.</p> <p>NOTE 2: The visual information needed to enable use of some functions may include operating instructions and orientation, transaction prompts, user input verification, error messages and non-text content.</p>	<p>Full</p>	<p>Implementer responsibility.</p> <p>Process Director does not close any features to assistive technology.</p>
<p>5.1.3.2 Auditory output delivery including speech. Where auditory output is provided as non-visual access to closed functionality, the auditory output shall be delivered:</p> <p>a) either directly by a mechanism included in or provided with the ICT; or</p> <p>b) by a personal headset that can be connected through a 3,5 mm audio jack, or an industry standard connection, without requiring the use of vision.</p> <p>NOTE 1: Mechanisms included in or provided with ICT may be, but are not limited to, a loudspeaker, a built-in handset/headset, or other industry standard coupled peripheral.</p> <p>NOTE 2: An industry standard connection could be a wireless connection. NOTE</p>	<p>Not Applicable</p>	<p>As a web-based software application, Process Director exercises no control over auditory output, which is governed by the operating system and/or browser.</p> <p>Process Director does not close any features to assistive technology.</p>

CRITERIA	CONFORMANCE	NOTES
<p>5.1.3.3 Auditory output correlation. Where auditory output is provided as non-visual access to closed functionality, and where information is displayed on the screen, the ICT should provide auditory information that allows the user to correlate the audio with the information displayed on the screen.</p> <p>NOTE 1: Many people who are legally blind still have visual ability, and use aspects of the visual display even if it cannot be fully comprehended. An audio alternative that is both complete and complementary includes all visual information such as focus or highlighting, so that the audio can be correlated with information that is visible on the screen at any point in time.</p> <p>NOTE 2: Examples of auditory information that allows the user to correlate the audio with the information displayed on the screen include structure and relationships conveyed through presentation.</p>	<p>Not Applicable</p>	<p>As a web-based software application, Process Director exercises no control over auditory output, which is governed by the operating system and/or browser.</p> <p>Process Director does not close any features to assistive technology.</p>
<p>5.1.3.4 Speech output user control. Where speech output is provided as non-visual access to closed functionality, the speech output shall be capable of being interrupted and repeated when requested by the user, where permitted by security requirements.</p> <p>NOTE 1: It is best practice to allow the user to pause speech output rather than just allowing them to interrupt it.</p> <p>NOTE 2: It is best practice to allow the user to repeat only the most recent portion rather than requiring play to start from the beginning.</p>	<p>Not Applicable</p>	<p>As a web-based software application, Process Director exercises no control over speech output, which is governed by the operating system and/or browser.</p> <p>Process Director does not close any features to assistive technology.</p>
<p>5.1.3.5 Speech output automatic interruption. Where speech output is provided as non-visual access to closed functionality, the ICT shall interrupt current speech output when a user action occurs and when new speech output begins.</p> <p>NOTE: Where it is essential that the user hears the entire message, e.g. a safety instruction or warning, the ICT may need to block all user action so that speech is not interrupted.</p>	<p>Not Applicable</p>	<p>As a web-based software application, Process Director exercises no control over speech output, which is governed by the operating system and/or browser.</p> <p>Process Director does not close any features to assistive technology.</p>
<p>5.1.3.6 Speech output for non-text content. Where ICT presents non-text content, the alternative for non-text content shall be presented to users via speech output unless the non-text content is pure decoration or is used only for visual formatting. The speech output for non-text content shall follow the guidance for "text alternative" described in WCAG 2.1 [5] Success Criterion 1.1.1.</p>	<p>Full</p>	<p>Implementer responsibility. Implementers who include non-text content should implement the appropriate text alternatives.</p>

CRITERIA	CONFORMANCE	NOTES
<p>5.1.3.7 Speech output for video information. Where pre-recorded video content is needed to enable the use of closed functions of ICT and where speech output is provided as non-visual access to closed functionality, the speech output shall present equivalent information for the pre-recorded video content.</p> <p>NOTE: This speech output can take the form of an audio description or an auditory transcript of the video content.</p>	<p>Full</p>	<p>Implementer responsibility. Process Director does not present video information by default. Implementers who incorporate video should comply with this requirement.</p> <p>Process Director does not close any features to assistive technology.</p>
<p>5.1.3.8 Masked entry. Where auditory output is provided as non-visual access to closed functionality, and the characters displayed are masking characters, the auditory output shall not be a spoken version of the characters entered unless the auditory output is known to be delivered only to a mechanism for private listening, or the user explicitly chooses to allow non-private auditory output.</p> <p>NOTE 1: Masking characters are usually displayed for security purposes and include, but are not limited to asterisks representing personal identification numbers.</p> <p>NOTE 2: Unmasked character output might be preferred when closed functionality is used, for example, in the privacy of the user's home. A warning highlighting privacy concerns might be appropriate to ensure that the user has made an informed choice.</p>	<p>Not Applicable</p>	<p>As a web-based software application, Process Director exercises no control over speech output, which is governed by the operating system and/or browser.</p> <p>Process Director does not close any features to assistive technology.</p>
<p>5.1.3.9 Private access to personal data. Where auditory output is provided as non-visual access to closed functionality, and the output contains data that is considered to be private according to the applicable privacy policy, the corresponding auditory output shall only be delivered through a mechanism for private listening that can be connected without requiring the use of vision, or through any other mechanism explicitly chosen by the user.</p> <p>NOTE 1: This requirement does not apply in cases where data is not defined as being private according to the applicable privacy policy or where there is no applicable privacy policy.</p> <p>NOTE 2: Non-private output might be preferred when closed functionality is used, for example, in the privacy of the user's home. A warning highlighting privacy concerns might be appropriate to ensure that the user has made an informed choice.</p>	<p>Not Applicable</p>	<p>As a web-based software application, Process Director exercises no control over speech output, which is governed by the operating system and/or browser.</p> <p>Process Director does not close any features to assistive technology.</p>

CRITERIA	CONFORMANCE	NOTES
<p>5.1.3.10 Non-interfering audio output. Where auditory output is provided as non-visual access to closed functionality, the ICT shall not automatically play, at the same time, any interfering audible output that lasts longer than three seconds.</p>	<p>Not Applicable</p>	<p>As a web-based software application, Process Director exercises no control over auditory output, which is governed by the operating system and/or browser.</p> <p>Process Director does not close any features to assistive technology.</p>
<p>5.1.3.11 Private listening volume. Where auditory output is provided as non-visual access to closed functionality and is delivered through a mechanism for private listening, ICT shall provide at least one non-visual mode of operation for controlling the volume.</p>	<p>Not Applicable</p>	<p>As a web-based software application, Process Director exercises no control over auditory output, which is governed by the operating system and/or browser.</p> <p>Process Director does not close any features to assistive technology.</p>
<p>5.1.3.12 Speaker volume. Where auditory output is provided as non-visual access to closed functionality and is delivered through speakers on ICT, a non-visual incremental volume control shall be provided with output amplification up to a level of at least 65 dBA (-29 dBPaA).</p> <p>NOTE: For noisy environments, 65 dBA may not be sufficient.</p>	<p>Not Applicable</p>	<p>As a web-based software application, Process Director exercises no control over auditory output, which is governed by the operating system and/or browser.</p> <p>Process Director does not close any features to assistive technology.</p>
<p>5.1.3.13 Volume reset. Where auditory output is provided as non-visual access to closed functionality, a function that resets the volume to be at a level of 65 dBA or less after every use, shall be provided, unless the ICT is dedicated to a single user.</p> <p>NOTE: A feature to disable the volume reset function may be provided in order to enable the single-user exception to be met.</p>	<p>Not Applicable</p>	<p>As a web-based software application, Process Director exercises no control over auditory output, which is governed by the operating system and/or browser.</p> <p>Process Director does not close any features to assistive technology.</p>

CRITERIA	CONFORMANCE	NOTES
<p>5.1.3.14 Spoken languages. Where speech output is provided as non-visual access to closed functionality, speech output shall be in the same human language as the displayed content provided, except:</p> <p>a) for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text;</p> <p>b) where the content is generated externally and not under the control of the ICT vendor, clause 5.1.3.14 shall not be required to apply for languages not supported by the ICT's speech synthesizer;</p> <p>c) for displayed languages that cannot be selected using non-visual access;</p> <p>d) where the user explicitly selects a speech language that is different from the language of the displayed content.</p>	<p>Not Applicable</p>	<p>As a web-based software application, Process Director exercises no control over speech output, which is governed by the operating system and/or browser.</p> <p>Process Director does not close any features to assistive technology.</p>
<p>5.1.3.15 Non-visual error identification. Where speech output is provided as non-visual access to closed functionality and an input error is automatically detected, speech output shall identify and describe the item that is in error.</p>	<p>Not Applicable</p>	<p>As a web-based software application, Process Director exercises no control over speech output, which is governed by the operating system and/or browser.</p> <p>Process Director does not close any features to assistive technology.</p>
<p>5.1.3.16 Receipts, tickets, and transactional outputs. Where ICT is closed to visual access and provides receipts, tickets or other outputs as a result of a self-service transaction, speech output shall be provided which shall include all information necessary to complete or verify the transaction. In the case of ticketing machines, printed copies of itineraries and maps shall not be required to be audible.</p> <p>NOTE: The speech output may be provided by any element of the total ICT system.</p>	<p>Not Applicable</p>	<p>Process Director does not provide receipts, tickets, or other outputs.</p>
<p>5.1.4 Functionality closed to text enlargement. Where any functionality of ICT is closed to the text enlargement features of platform or assistive technology, the ICT shall provide a mode of operation where the text and images of text necessary for all functionality is displayed in such a way that a non-accented capital "H" subtends an angle of at least 0,7 degrees at a viewing distance specified by the supplier.</p>	<p>Not Applicable</p>	<p>Process Director does not close any features to text enlargement.</p>

CRITERIA	CONFORMANCE	NOTES
<p>5.1.5 Visual output for auditory information. Where pre-recorded auditory information is needed to enable the use of closed functions of ICT, the ICT shall provide visual information that is equivalent to the pre-recorded auditory output.</p> <p>NOTE: This visual information can take the form of captions or text transcripts.</p>	Full	Implementer responsibility. Process Director does not present pre-recorded information by default. Implementers who incorporate such content should comply with this requirement.

Operation Without Keyboard Interface

Table 20: Non-Keyboard Interface Requirements

CRITERIA	CONFORMANCE	NOTES
<p>5.1.6.1 Closed functionality. Where ICT functionality is closed to keyboards or keyboard interfaces, all functionality shall be operable without vision as required by clause 5.1.3.</p>	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
<p>5.1.6.2 Input focus. Where ICT functionality is closed to keyboards or keyboard interfaces and where input focus can be moved to a user interface element, it shall be possible to move the input focus away from that element using the same mechanism, in order to avoid trapping the input focus.</p>	Not Applicable	Process Director does not close any features to keyboards or keyboard interfaces.

Activation of Accessibility Features

Table 21: Accessibility Features Activation Requirements

CRITERIA	CONFORMANCE	NOTES
<p>5.2 Activation of accessibility features. Where ICT has documented accessibility features, it shall be possible to activate those documented accessibility features that are required to meet a specific need without relying on a method that does not support that need.</p>	Not Applicable	As a web-based software application, Process Director exercises no control over accessibility features, which are governed by the operating system and/or browser.

Biometrics

Table 22: Biometric Requirements

CRITERIA	CONFORMANCE	NOTES
<p>5.3 Biometrics. Where ICT uses biological characteristics, it shall not rely on the use of a particular biological characteristic as the only means of user identification or for control of ICT.</p> <p>NOTE 1: Alternative means of user identification or for control of ICT could be non-biometric or biometric.</p> <p>NOTE 2: Biometric methods based on dissimilar biological characteristics increase the likelihood that individuals with disabilities possess at least one of the specified biological characteristics. Examples of dissimilar biological characteristics are fingerprints, eye retinal patterns, voice, and face.</p>	Not Applicable	Process Director does not use biological characteristics.

Preservation of accessibility information during conversion

Table 23: Accessibility Information Preservation Requirements

CRITERIA	CONFORMANCE	NOTES
<p>5.4 Preservation of accessibility information during conversion. Where ICT converts information or communication it shall preserve all documented non-proprietary information that is provided for accessibility, to the extent that such information can be contained in or supported by the destination format.</p>	Not Applicable	As a web-based software application, Process Director exercises no control over accessibility features, which are governed by the operating system and/or browser.

Operable Parts

Table 24: Operable Parts Requirements

CRITERIA	CONFORMANCE	NOTES
<p>5.5.1 Means of operation. Where ICT has operable parts that require grasping, pinching, or twisting of the wrist to operate, an accessible alternative means of operation that does not require these actions shall be provided.</p>	Not Applicable	Process Director is a web-based software application and is not relevant to Clause 5.5.
<p>5.5.2 Operable parts discernibility. Where ICT has operable parts, it shall provide a means to discern each operable part, without requiring vision and without performing the action associated with the operable part.</p> <p>NOTE: One way of meeting this requirement is by making the operable parts tactilely discernible</p>	Not Applicable	Process Director is a web-based software application and is not relevant to Clause 5.5.

Locking or Toggle Controls

Table 25: Locking/Toggle Controls Requirements

CRITERIA	CONFORMANCE	NOTES
<p>5.6.1 Tactile or auditory status. Where ICT has a locking or toggle control and that control is visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be determined either through touch or sound without operating the control.</p> <p>NOTE 1: Locking or toggle controls are those controls that can only have two or three states and that keep their state while being used.</p> <p>NOTE 2: An example of a locking or toggle control is the "Caps Lock" key found on most keyboards. Another example is the volume button on a pay telephone, which can be set at normal, loud, or extra loud volume.</p>	Not Applicable	Process Director is a web-based software application and is not relevant to Clause 5.6.
<p>5.6.2 Visual status. Where ICT has a locking or toggle control and the control is non-visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be visually determined when the control is presented.</p> <p>NOTE 1: Locking or toggle controls are those controls that can only have two or three states and that keep their state while being used.</p> <p>NOTE 2: An example of a locking or toggle control is the "Caps Lock" key found on most keyboards. An example of making the status of a control determinable is a visual status indicator on a keyboard.</p>	Not Applicable	Process Director is a web-based software application and is not relevant to Clause 5.6.

Key Repeat

Table 26: Key Repeat Requirements

CRITERIA	CONFORMANCE	NOTES
<p>5.7 Key repeat. Where ICT has a key repeat function that cannot be turned off:</p> <p>a) the delay before the key repeat shall be adjustable to at least 2 seconds; and</p> <p>b) the key repeat rate shall be adjustable down to one character per 2 seconds.</p>	Not Applicable	Process Director is a web-based software application and is not relevant to Clause 5.7.

Double-Strike Key Acceptance

Table 27: Key Repeat Requirements

CRITERIA	CONFORMANCE	NOTES
5.8 Double-strike key acceptance. Where ICT has a keyboard or keypad, the delay after any keystroke, during which an additional key-press will not be accepted if it is identical to the previous keystroke, shall be adjustable up to at least 0,5 seconds.	Not Applicable	Process Director is a web-based software application and is not relevant to Clause 5.8.

Simultaneous User Actions

Table 28: Simultaneous Action Requirements

CRITERIA	CONFORMANCE	NOTES
5.9 Simultaneous user actions. Where ICT uses simultaneous user actions for its operation, such ICT shall provide at least one mode of operation that does not require simultaneous user actions to operate the ICT. NOTE: Having to use both hands to open the lid of a laptop, having to press two or more keys at the same time or having to touch a surface with more than one finger are examples of simultaneous user actions.	Not Applicable	Process Director is a web-based software application and is not relevant to Clause 5.9.

Chapter 6: ICT with Two-Way Voice Communication

As a software application with no hardware component, or any other provision for two-way voice communication, the requirements of this chapter are not applicable to Process Director.

Chapter 7: ICT with Video Capabilities

As a software application with no hardware component, or any other provision for video playback, the requirements of this clause are not applicable to Process Director.

Note: Though Process Director has no built-in video capability, it is possible for implementers to incorporate some form of video playback through the use of custom HTML controls. Implementers who choose to create such custom functionality do so at their own risk, and should comply with the requirements of this section. BP Logix makes no representation about, and is not responsible for, the compliance of such custom implementations.

Chapter 8: Hardware

As a software application with no hardware component, the requirements of this clause are not applicable to Process Director.

Chapter 9: Web

Process Director’s compliance with WCAG 2.1 is addressed in the section titled “Web Content Accessibility Requirements (WCAG) 2.1” which begins on page 7, above.

Chapter 10: Non-Web Documents

Clause 10.0 of EN 301 549 defines non-web documents as documents:

- that are not web pages;
- that are not embedded in web pages;
- that are embedded in web pages and that are not used in the rendering and that are not intended to be rendered together with the web page in which they are embedded.

Process Director's built-in content is presented solely through the use of dynamic web pages displayed in the browser. The requirements of Clause 10 are, therefore, generally not applicable to Process Director.

Note 1: Process Director enables implementers to attach and view non-web documents of all types. These documents are generated by implementers or users. User-generated documents should comply with the requirements of this clause, where applicable. BP Logix makes no representation about, and is not responsible for, the compliance of such documents.

Note 2: Implementers can enable users to convert some Process Director content to Microsoft Word, Microsoft Excel, or Adobe PDF format. BP Logix makes no representation about, and is not responsible for, the compliance of such converted content.

Chapter 11: Software

The requirements of Clauses 11.1.1.1 through 11.4.1.3 are addressed in the section titled "Web Content Accessibility Requirements (WCAG) 2.1" which begins on page 7, above.

As a web-based software application, Process Director exercises no control over accessibility features, which are governed by the operating system and/or browser. Further, the user accesses the product solely through the browser, so there is no traditional user interface presented within the context of the operating system, as is the case with software installed on a user's computer. Instead, the user interacts via the browser with web pages whose compliance is governed by the WCAG standards described above. Since all interaction with the product is performed via interactions with a web page, or pages, the remaining requirements of this chapter are generally not applicable to Process Director.

Chapter 12: Documentation and Support Services

Product Documentation

Table 29: Product Documentation Requirements

CRITERIA	CONFORMANCE	NOTES
<p>12.1.1 Accessibility and compatibility features. Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT.</p> <p>NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.</p>	Full	The accessibility features of the product are documented and publicly available.
<p>12.1.2 Accessible documentation. Product documentation provided with the ICT shall be made available in at least one of the following electronic formats:</p> <p>a) a Web format that conforms to the requirements of clause 9, or</p> <p>b) a non-web format that conforms to the requirements of clause 10.</p> <p>NOTE 1: This does not preclude the possibility of also providing the product documentation in other formats (electronic or printed) that are not accessible.</p> <p>NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments).</p> <p>NOTE 3: Where the documentation is integral to the ICT it will be provided through the user interface which is accessible.</p> <p>NOTE 4: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.</p>	Full	The product documentation is presented in a conforming web format, and is publicly available.

Support Services

Table 30: Support Services Requirements

CRITERIA	CONFORMANCE	NOTES
<p>12.2.2 Information on accessibility and compatibility features. ICT support services shall provide information on the accessibility and compatibility features that are included in the product documentation.</p> <p>NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.</p>	Full	The accessibility features of the product are available through the BP Logix support system, which is linked directly to the product documentation.
<p>12.2.3 Effective communication. ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.</p>	Full	BP Logix provides multiple avenues of access to support.
<p>12.2.4 Accessible documentation. Documentation provided by support services shall be made available in at least one of the following electronic formats:</p> <p>a) a Web format that conforms to clause 9; or</p> <p>b) a non-web format that conforms to clause 10.</p> <p>NOTE 1: This does not preclude the possibility of also providing the documentation in other formats (electronic or printed) that are not accessible.</p> <p>NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments).</p> <p>NOTE 3: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.</p>	Full	See the information provided in 12.1.2.

Chapter 13: ICT Providing Relay or Emergency Service Access

As a software application with no provision for relay or emergency services, the requirements of this chapter are not applicable to Process Director.

About BP Logix

While it is true that BP Logix offers Process Director, a BPM software that enables IT and business users to deploy sophisticated, forms-based, workflow-driven apps in a fraction of the time and cost of traditional development — we are more than a BPM company. We think of ourselves as creative, nimble, and flexible people who work hard to help customers solve their business process management software problems—so that they can build and sustain successful businesses. In short, we help customers achieve their goals and deliver results.

Our roots are in the software industry however we are involved in our communities, work in philanthropic and non-profit organizations, and write books. We are grateful to be a part of a BPM company that thrives on challenge and rewards creativity and innovation.

As evidenced by multiple awards for business, BPM software, business process automation software and process excellence, we are a BPM company that is also recognized as a key partner to customers across industries and geographies.

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