

Serraview Accessibility Conformance Report

WCAG Edition

(Based on VPAT[®] Version 2.4Rev)

Name of Product/Version: Serraview

Report Date: September 2022

Product Description: Serraview is an industry-leading software solution for companies, who want to improve their workplace productivity and gain full insights into space utilization, improve employee engagement, and take advantage of cost-saving opportunities. Our sophisticated set of tools and dashboards are designed to optimize space, unlock data, and improve workflow for large organizations worldwide.

Contact Information: accessibility@spaceiq.com

Notes: N/A

Evaluation Methods Used: Level Access (Level) comprehensively tested a selection of representative pages. Among other methodology, testing comprised of automatic testing with Level's Accessibility Management Platform (AMP), JAWS screen reader testing, keyboard navigation testing, and testing for WCAG 2.1 A and AA criteria including color contrast, image alternative text, link text, text resizing, and a code-level manual inspection of the DOM. Level also functionally tested four typical user flows with JAWS 2021.

Applicable Standards/Guidelines

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

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

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

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.x Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Web: Partially Supports	<p>Web: The product does not present all non-text content with text alternative that services the equivalent purpose. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Meaningful images are missing or lack text equivalents. • Decorative images are not marked as decorative, so they are inappropriately announced by assistive technology. • Icons have accessible names that are not sufficiently descriptive for assistive technology.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Not Applicable	Web: This product does not have pre-recorded audio or pre-recorded video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Web: Not Applicable	Web: This product does not have audio or video that needs to provide captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Not Applicable	Web: This product does not have audio or video that needs to provide audio description or media alternatives.

<p>1.3.1 Info and Relationships (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: This product partially supports info and relationship of content. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Heading levels do not match their visual level on pages. • Live regions are not indicated; therefore, updated information is not conveyed to assistive technology after users activate controls that change part of page(s) content or the page(s) content order. • Form fields are missing: <ul style="list-style-type: none"> – Visible labels. – Persistent labels. – Programmatically associated labels. – Accessible names. • Form fields use placeholder text in place of visual input labels. • Icons are missing accessible names. • Icons have accessible names but the aria-labels are not sufficiently descriptive for assistive technology.
<p>1.3.2 Meaningful Sequence (Level A)</p>	<p>Web: Supports</p>	<p>Web: The product supports correct reading sequence that can be programmatically determined.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p>	<p>Web: Supports</p>	<p>Web: The product does not rely on sensory characteristics to convey instructions for understanding and operating content.</p>

<p>1.4.1 Use of Color (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: The product does use color to convey information in some instances. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Icons used to convey the sort mechanism in tables solely use color to convey sort information. • Some controls, such as pagination and sort, solely use color to visually indicate what page is currently selected. • Page content, such as map areas, uses color alone to indicate information.
<p>1.4.2 Audio Control (Level A)</p>	<p>Web: Not Applicable</p>	<p>Web: The product does not use audio.</p>
<p>2.1.1 Keyboard (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: The product does support some, but not all, of the content being operable through a keyboard interface without requiring specific timings for individual keystrokes. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Customized and interactive controls, such as checkboxes, buttons for menus, etc., cannot be navigated to, are not focusable, and/or cannot be operated with the keyboard interface. • Expandable/collapsible nodes cannot be operated using keyboard interface. • Some functionalities are not reachable nor operable by keyboard interface alone. • Customized control elements missing tabindex attribute and value.
<p>2.1.2 No Keyboard Trap (Level A)</p>	<p>Web: Supports</p>	<p>Web: The product allows for keyboard focus to be moved to and away from a component of the page.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p>	<p>Web: Not Applicable</p>	<p>Web: The product does not use keyboard shortcuts based on using only letters, punctuation, numbers, or symbol characters.</p>
<p>2.2.1 Timing Adjustable (Level A)</p>	<p>Web: Not Applicable</p>	<p>Web: The product does not set time limits by content.</p>

2.2.2 Pause, Stop, Hide (Level A)	Web: Not Applicable	Web: The product does not use moving, blinking, scrolling or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Not Applicable	Web: The product does not contain content that flashes more than three times in any one second period.
2.4.1 Bypass Blocks (Level A)	Web: Supports	Web: The product provides mechanism to bypass blocks of content.
2.4.2 Page Titled (Level A)	Web: Supports	Web: The product contains page titles that describe topic or purpose.
2.4.3 Focus Order (Level A)	Web: Partially Supports	Web: The product does not always have focus order that preserves meaning and operability. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> • Upon form errors, focus does not move to first input field.
2.4.4 Link Purpose (In Context) (Level A)	Web: Partially Supports	Web: The product partially supports link purpose that can be determined from link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • Some links, such as pagination component links, do not inform users of assistive technology that these are links. • Some links do not have sufficiently descriptive accessible names, such as “1”, “2”, etc.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports	Web: The product supports single pointer functionality.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	Web: The product supports cancelling single pointer functionality.

<p>2.5.3 Label in Name (Level A 2.1 only)</p>	<p>Web: Partially Supports</p>	<p>Web: The product does support some components with labels that include text or images of text, the name contains the text visually. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some non-searchable controls, such as select elements, do not have accessible names or programmatically associated labels. • Icons used in controls do not have an accessible name. • Some controls, such as button elements with icons only and buttons in general, are missing accessible names. • Form fields do not have a programmatically associated label describing its purpose.
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p>	<p>Web: Not Applicable</p>	<p>Web: The product does not contain motion activated components.</p>
<p>3.1.1 Language of Page (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: The product is missing the products default human language programmatically. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Pages are missing the lang attribute and values.
<p>3.2.1 On Focus (Level A)</p>	<p>Web: Supports</p>	<p>Web: The product does not initiate a change of context when components receive focus state.</p>
<p>3.2.2 On Input (Level A)</p>	<p>Web: Supports</p>	<p>Web: The product does not automatically change the page content unless the user has been advised of the behavior before using the component.</p>
<p>3.3.1 Error Identification (Level A)</p>	<p>Web Supports</p>	<p>The product identifies input errors and describes to the user in text.</p>

<p>3.3.2 Labels or Instructions (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: The product does not always provide labels or instructions when user input is needed. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Inline form field(s) errors are not associated with the corresponding field(s).
<p>4.1.1 Parsing (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: The product does not use well-formed markup language. A rating of Partially Supports has been given for the following reasons.</p> <ul style="list-style-type: none"> • Some controls, such as dropdown controls, have malformed and invalid markup language and syntax. • Inline markup elements, such as span elements, containing block markup elements, such as div elements, are invalid. • There are improper nested markup elements, such as div elements inside of ul elements. • Markup elements are inside other markup elements that are not child nodes, such as a button element nested inside an anchor link element.

<p>4.1.2 Name, Role, Value (Level A)</p>	<p>Web: Partially Supports</p>	<p>Web: The product does not always programmatically determine name, role, value and states of components. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Invalid roles are used for components, such as tablists, tabs and tabpanels. • Invalid values are used for ARIA attributes that help determine the role, state and values. • Workflows are not structured correctly which affects the roles and states for assistive technology. • Form elements, such as checkboxes, are missing programmatically associated labels to determine their name and value for assistive technology. • Non-searchable form elements/controls are missing programmatically associated labels to determine their role and value for assistive technology. • Inline errors for form fields are not programmatically associated with corresponding fields. • Placeholder attributes are used for form fields in place of labels.
--	--------------------------------	--

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Not Applicable	Web: The product does not have live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Not Applicable	Web: The product does not have prerecorded video content.
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	Web: The product does not restrict the content view and operation

<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p>	<p>Web: Supports</p>	<p>Web: The product notifies the users about the meaning of the input fields to collect their information.</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p>	<p>Web: Partially Supports</p>	<p>Web: The product does not fully support the visual presentation of text and images of text with a contrast ratio of at least 4.5:1. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • There are instances of red text over white background that has a 3.07:1 ratio. • There are instances of sky-blue text on white background that has a 3:24.1 ratio. • There are instances of blue text over white background that has a 2.1:1 ratio. • There are instances of hover states using blue text over gray background that has a 2.4:1 ratio. • There are instances of light gray text over white background that has a 1.41:1 ratio.

<p>1.4.4 Resize text (Level AA)</p>	<p>Web: Partially Supports</p>	<p>Web: The product does not fully allow for text resizing without assistive technology up to 200% without loss of content or functionality. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • When viewing at 200% browser zoom and 1280px viewport width, content does not properly display. • When viewing at 200% browser zoom and 1280px viewport width, content is cut off on right edge of viewport.
<p>1.4.5 Images of Text (Level AA)</p>	<p>Web: Supports</p>	<p>Web: The product uses text to convey information rather than images of text.</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p>	<p>Web: Partially Supports</p>	<p>Web: The product does not fully allow for content to be presented without loss of information or functionality and without requiring scrolling in two dimensions. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Content is cutoff, overlaps or disappears when viewport is set to 320 CSS pixels width.

<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p>	<p>Web: Partially Supports</p>	<p>Web: The product does not fully support visual presentation of non-text elements to have a contrast ratio of at least 3:1 against adjacent color(s). A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some controls, such as the switch control, have a white circle over gray background which has a 2.03:1 ratio. • Gray border on white input fields, checkboxes and radios has a ratio of 1.91:1. • White icons over yellow background have a 1.56:1 ratio. • Some icons in controls, such as the sort caret, have a 1.65:1 ratio.
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p>	<p>Web: Partially Supports</p>	<p>Web: The product does not fully allow for supporting text style properties with no loss of content or functionality. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Table content is cutoff when text spacing is overridden.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p>	<p>Web: Supports</p>	<p>Web: The product allows the removal of the pointer hover or keyboard focus triggering additional content to become visible and/or hidden.</p>

<p>2.4.5 Multiple Ways (Level AA)</p>	<p>Web: Supports</p>	<p>Web: The product allows for more than one way to be available to locate a web page within a set of web pages.</p>
<p>2.4.6 Headings and Labels (Level AA)</p>	<p>Web: Partially Supports</p>	<p>Web: The product does not always use heading and labels to describe topic or purpose of content. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Users of assistive technology are not notified when some components are opened or closed, such as the calendar component. • Some elements/controls, such as the Next and Previous buttons on calendar, have accessible names. However, they do not have sufficient descriptions of the elements/controls purpose.

<p>2.4.7 Focus Visible (Level AA)</p>	<p>Web: Does Not Support</p>	<p>Web: The product does not allow for all components to have keyboard focus indicator visible. A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • Form inputs and checkboxes do not have a 3:1 contrast ratio for focus state. • No visual indication of keyboard focus when using TAB or SHIFT+TAB to navigate through the controls.
<p>3.1.2 Language of Parts (Level AA)</p>	<p>Web: Supports</p>	<p>Web: The product has the human language for each passage or phrasing In the content programmatically determined.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p>	<p>Web: Supports</p>	<p>Web: The product has a consistent navigational mechanism that is repeated on multiple web pages within a set of web pages.</p>
<p>3.2.4 Consistent Identification (Level AA)</p>	<p>Web: Supports</p>	<p>Web: The product has components with the same functionality, identified consistently.</p>
<p>3.3.3 Error Suggestion (Level AA)</p>	<p>Web: Supports</p>	<p>Web: The product allows for suggestions for corrections that are known, then provides suggestions to the users on input errors that are detected.</p>

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supports	Web: The product allows 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 user test responses.
4.1.3 Status Messages (Level AA 2.1 only)	Web: Supports	Web: The product allows for all status messages to be programmatically determined through role or properties.

Legal Disclaimer

As of the testing date to which this publication relates to (indicated in Report Date), this document describes the subject Serraview product’s ability to support certain WCAG standards for informational purposes only and the contents are subject to change without notice. This document does not represent a legal commitment and is provided “as is.” Serraview cannot guarantee that any information in this document will remain accurate after such date, and Serraview works continuously to monitor the accessibility of its products and provide updates from time to time. Any modification or customization to the subject product may render some or all of this document to become inapplicable. Serraview specifically disclaims any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. Serraview further makes no representation concerning the ability of assistive technologies or other products to interoperate with the subject Serraview product.