



The Information Company

# Voluntary Product Accessibility Report

Compliance and Remediation Statement for Section  
508 of the US Rehabilitation Act for OpenText  
AppWorks 21.3

June 2021

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## Compliance and Remediation Statement for Section 508 of the US Rehabilitation Act for OpenText AppWorks 21.3

This statement describes the compliance of OpenText AppWorks 21.3, a software product from OpenText, with the United States Rehabilitation Act Section 508—Electronic and Information Technology Accessibility Standards. The description of AppWorks 21.3 compliance with Section 508 is presented in the Voluntary Product Accessibility Template (VPAT) format.

Date	June 2021
Name of Product	AppWorks
Version	21.3
Contact for more information	<a href="http://www.opentext.com/section508">http://www.opentext.com/section508</a> <a href="mailto:info@opentext.com">info@opentext.com</a>

## Coverage

This document covers the AppWorks user interfaces, which are available to the end users of applications.

The AppWorks user interfaces or tools that are available to the design of applications and administration of applications are not in the scope of this document and must be interpreted as Does not support. These user interfaces or tools are used by a small number of users responsible for the design of applications. They use a more complex drag-and-drop design environment. These tools are not required, nor are they available to, the end users of applications.

## Summary of Test Results

The following table summarizes the compliance of AppWorks with the relevant sections of Subparts B through D of Section 508 of the U.S. Rehabilitation Act. Compliance details are listed in the detail sections on the following pages.

Criteria	Applicable	Compliance
<b>Section 1194.21</b> Software Applications and Operating Systems	Applicable	Supported with exceptions
<b>Section 1194.22</b> Web-based internet information and applications	Applicable	Supported with exceptions
<b>Section 1194.23</b> Telecommunications Products	Not applicable	
<b>Section 1194.24</b> Video and Multimedia Products	Not applicable	
<b>Section 1194.25</b> Self-Contained, Closed Products	Not applicable	
<b>Section 1194.26</b> Desktop and Portable Computers	Not applicable	
<b>Section 1194.31</b> Functional Performance Criteria	Applicable	Supported
<b>Section 1194.41 (a)</b> Information, Documentation, and Support	Applicable	Supported

## Voluntary Product Accessibility Template

### Section 1194.21 – Software Applications and Operating Systems

Criteria	Supporting Features	Remarks and Explanations
<b>1194.21 (a)</b> When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports with Exceptions	<p>AppWorks is a web-based application that supports the use of a keyboard to navigate the applications.</p> <p>However, a small number of user interface elements are non-compliant. These instances are tracked as issues that are currently intended to be updated in a service pack or a future release. The primary user interfaces, such as Tab Controls and Dialogues.</p>
<b>1194.21 (b)</b> Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	AppWorks does not disrupt or disable any accessibility features of the operating system or third-party products.
<b>1194.21 (c)</b> A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports	<p>A well-defined on-screen indication of the current focus is provided that moves among interactive interface elements as the input focus changes.</p> <p>The product relies on the browser's capabilities to provide an on-screen indication of the current focus.</p>

Criteria	Supporting Features	Remarks and Explanations
<b>1194.21 (d)</b> Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports with exceptions	<p>Sufficient information about a user interface element made available to the Assistive Technology through appropriate labeling of user interface elements. Examples include the use of &lt;label&gt; tags associated with inputs, and the use of WAI-ARIA attributes where required.</p> <p>Wherever an image is used to convey information, alternative text is also provided.</p> <p>However, a small number of user interface elements are non-compliant. These instances are tracked as issues that are currently intended to be updated in a service pack or a future release. The primary user interfaces, such as Home pages, Forms, Lists, and Results are compliant.</p>
<b>1194.21 (e)</b> When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	AppWorks utilizes standard and consistent images throughout the product.
<b>1194.21 (f)</b> Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	The information in the product is presented through Web browsers. Textual information is generally coded as HTML text, which is available to the browser, operating system, and assistive technologies. Images have alternate text coded and available to the operating system and assistive technologies.
<b>1194.21 (g)</b> Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	System-wide contrast, font size, and other accessibility preferences are supported throughout the application.
<b>1194.21 (h)</b> When animation is displayed, the information shall be displayable in at least one non- animated presentation mode at the option of the user.	Not applicable	
<b>1194.21 (i)</b> Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	AppWorks does not convey information using only color anywhere in the interface.
<b>1194.21 (j)</b> When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not applicable	The product does not provide a way to adjust color and contrast settings. Users can adjust color and contrast settings using the built-in settings in the browser or the operating system.

Criteria	Supporting Features	Remarks and Explanations
<b>1194.21 (k)</b> Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	AppWorks does not use flashing or blinking objects, or text in any user interface.
<b>1194.21 (l)</b> When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with exceptions	AppWorks uses standard HTML and WAI-ARIA attributes to make forms accessible to users of Assistive Technologies.  However, a small number of elements in the forms are not fully compliant. These instances are tracked as issues that are currently intended to be updated in a service pack or a future release.

## Section 1194.22 – Web-based Intranet and Internet Information and Applications

Criteria	Supporting Features	Remarks and Explanations
<b>1194.22 (a)</b> A text equivalent for every non-text element shall be provided (e.g., via alt, longdesc, or in element content).	Supports	AppWorks uses standard HTML and WAI-ARIA techniques for providing text equivalents of non-text elements. This includes the use of alt attributes for images, and aria-label or aria-describedby by attributes for other visual elements.
<b>1194.22 (b)</b> Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	AppWorks does not include multimedia presentations.
<b>1194.22 (c)</b> Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	AppWorks does not convey information using only color anywhere in the interface.
<b>1194.22 (d)</b> Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	
<b>1194.22 (e)</b> Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	AppWorks does not contain server-side image maps.

Criteria	Supporting Features	Remarks and Explanations
<b>1194.22 (f)</b> Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not applicable	AppWorks does not contain client-side image maps.
<b>1194.22 (g)</b> Row and column headers shall be identified for data tables.	Supports	AppWorks identifies table row and column headers of tables that display data.
<b>1194.22 (h)</b> Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not applicable	AppWorks does not support data tables with more than one level of headers.
<b>1194.22 (i)</b> Frames shall be titled with text that facilitates frame identification and navigation.	Not applicable	
<b>1194.22 (j)</b> Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	AppWorks does not include any functionality that causes the screen to flicker.
<b>1194.22 (k)</b> A text-only page, with equivalent information or functionality, shall be provided to make a Web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not applicable	
<b>1194.22 (l)</b> When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.	Supports	Supported
<b>1194.22 (m)</b> When a Web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with Section 1194.21(a) through (l).	Not applicable	



Criteria	Supporting Features	Remarks and Explanations
<b>1194.22 (n)</b> When electronic forms are designed to be completed on- line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with exceptions	AppWorks uses standard HTML and WAI-ARIA attributes to make forms accessible to users of Assistive Technologies.  However, a small number of elements in the forms are not fully compliant. These instances are tracked as issues that are currently intended to be updated in a service pack or a future release.
<b>1194.22 (o)</b> A method shall be provided that permits users to skip repetitive navigation links.	Supports	Supported
<b>1194.22 (p)</b> When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	AppWorks does not require the user to respond within a specified time for any operations.

## Section 1194.24 – Video and Multimedia Products

Criteria	Supporting Features	Remarks and Explanations
<b>1194.24 (a)</b> All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	Not applicable	The requirements of this section do not apply to AppWorks because the product is a web-based application.

Criteria	Supporting Features	Remarks and Explanations
<b>1194.24 (b)</b> Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not applicable	The requirements of this section do not apply to AppWorks because the product is a web-based application.
<b>1194.24 (c)</b> All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Not applicable	The requirements of this section do not apply to AppWorks because the product is a web-based application.
<b>1194.24 (d)</b> All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not applicable	The requirements of this section do not apply to AppWorks because the product is a web-based application.
<b>1194.24 (e)</b> Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not applicable	The requirements of this section do not apply to AppWorks because the product is a web-based application.

## Section 1194.31 – Functional Performance Criteria

Criteria	Supporting Features	Remarks and Explanations
<b>1194.31 (a)</b> At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with exceptions	AppWorks uses standard accessibility techniques to allow blind or visually impaired users to employ screen readers to interact with user interface elements.  However, a small number of user interface elements are non-compliant. These instances are tracked as issues that are currently intended to be updated in a service pack or a future release. The primary user interfaces, such as Home pages, Forms, Lists, and Results are compliant.
<b>1194.31 (b)</b> At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	AppWorks user interfaces support standard zoom capabilities built into modern web browsers and operating systems

Criteria	Supporting Features	Remarks and Explanations
<b>1194.31 (c)</b> At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.	Supports	AppWorks does not require user hearing to access any application functionality.
<b>1194.31 (d)</b> Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not applicable	AppWorks does not require user hearing to access any application functionality.
<b>1194.31 (e)</b> At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Not applicable	AppWorks does not require speech input to access any application functionality.
<b>1194.31 (f)</b> At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	No interactions require simultaneous user actions or depend solely on fine motor controls.

## Section 1194.41 – Information, Documentation, and Support

Criteria	Supporting Features	Remarks and Explanations
<b>1194.41 (a)</b> Product Support Documentation provided to end- users shall be made available in alternate formats upon request, at no additional charge	Supports	Documentation will be provided in HTML and PDF formats for customers on request.
<b>1194.41 (b)</b> End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Documentation will be provided in HTML and PDF formats for customers on request.

Criteria	Supporting Features	Remarks and Explanations
<b>1194.41 (c)</b> Support Services for products shall accommodate the communication needs of end-users with disabilities	Supports	<p>The primary means of customer support information is the OpenText Knowledge Center.</p> <p>OpenText is introducing guidelines and standards that will govern the design and preparation of content to conform to the Section 508 technical standards.</p> <p>Access to OpenText Customer support personnel is provided by telephone and email.</p> <p>Individuals who are hearing impaired may request access via TTY relay service at no additional charge.</p>

## Additional Remarks

This statement describes the compliance of the AppWorks software product with Section 508 of the US Rehabilitation Act accessibility standards and outlines plans for addressing non-compliance issues. The assessment of compliance is based on internal assessment of AppWorks. AppWorks is developed under design guidelines that are aimed specifically at ensuring on-going Section 508 compliance. Non-compliant areas are considered issues that will be tracked and resolved through our normal maintenance Appwes. Modification of such non-compliant areas would be made through service packs and/or maintenance releases.

## Disclaimer

This document is for informational purposes only. OpenText makes no warranties, expressed or implied, in this document. The information contained in this document represents the current view of OpenText Corporation on the issues discussed as of the date of publication. Because OpenText must respond to changing market conditions, it should not be interpreted to be a commitment on the part of OpenText, and OpenText cannot guarantee the accuracy of any information presented after the date of publication.

## About OpenText

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