



Nuvolo Accessibility Conformance Report

VPAT® Version 2.4

Name of product/version:	Nuvolo Connected Workplace Suite
Product description:	Web application
Report date:	3 March 2021
Contact information	compliance@nuvolo.com
Notes	
Evaluation methods used:	<p>This conformance report is based on the results of an accessibility audit conducted by The Paciello Group on a representative sample of pages/components across selected user journeys, for the purpose of assessing conformance to the Web Content Accessibility Guidelines (WCAG) 2.1.</p> <p>The W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <p>Desktop browsers: Chrome, Firefox</p> <p>Mobile browsers: N/A</p> <p>Assistive technologies: JAWS, NVDA, VoiceOver</p> <p>Accessibility testing tools: ARC Toolkit, Color Contrast Analyzer, Chrome Developer Tools, Firefox Developer Tools</p>
Applicable standards/guidelines	<p>This report covers the degree of conformance for the following accessibility standards/guidelines:</p> <ul style="list-style-type: none">• Web Content Accessibility Guidelines 2.0• Web Content Accessibility Guidelines 2.1

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 Level AAA criteria.

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WCAG 2.1 Report

Table 1: Web Content Accessibility Guidelines (WCAG) 2.1, Level A

Notes:

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content (Level A)	Partially supports	<p>The Nuvolo web application provides text alternatives for some non-text content, with some exceptions including:</p> <ul style="list-style-type: none"> • CSS-generated content lacks a textual equivalent. • Visual SVG and Canvas content lacks appropriate textual alternatives. • Static images lack alternative text properties altogether or fail to provide adequate alternative text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not applicable	
1.2.2 Captions (Prerecorded) (Level A)	Not applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not applicable	
1.3.1 Info and Relationships (Level A)	Partially Supports	<p>The Nuvolo web application ensures that information, structures, and relationships are programmatically determined with some exceptions including:</p> <ul style="list-style-type: none"> • Error states are not programmatically conveyed in forms. • Structural components such as Tables are not properly conveyed. Proper HTML semantics are not used which results in hierarchy and relationships of content not being accurately conveyed to assistive technology.

		<ul style="list-style-type: none"> • Content that is visually hidden is not programmatically hidden. This results in visually hidden content being exposed to assistive technology. • Form inputs lack accessible names. • Custom components such as Calendars, Gantt Charts, and Maps lack proper name and Role information to convey the component structures. • Pages lack proper heading structure. Headings allow users to navigate pages and understand grouping and hierarchy.
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Partially supports	<p>The Nuvolo web application does not convey information through color alone, with some exceptions:</p> <ul style="list-style-type: none"> • Color alone is used to indicate erroneous entries in forms. • Color is used to convey information in Canvas/SVG controls such as room availability.
1.4.2 Audio Control (Level A)	Not Applicable	
2.1.1 Keyboard (Level A)	Partially supports	<p>Much of the functionality within the Nuvolo web application is operable using the keyboard, with the following exceptions:</p> <ul style="list-style-type: none"> • Custom functionality has been applied to the right-click function with some controls. This functionality is not clearly conveyed and no equivalent functionality is available using the keyboard.

		<ul style="list-style-type: none"> • Custom tooltip controls are neither focusable nor actionable using the keyboard. • Tab/Tabpanel controls lack proper structural properties to expose keyboard support. • Signature functionality requires users to sign their name using the mouse. No option is provided for keyboard users to digitally sign. • Custom menus are not focusable using the keyboard. • Custom switch inputs are used that are not focusable using the keyboard. • Custom buttons are used on many pages which are not structured as standard buttons. These controls cannot be focused or activated using the keyboard. • Custom components such as Calendars and the Canvas/SVG workspaces allow users to drag-and-drop content using the mouse. No equivalent function to move content is provided for the keyboard. • Custom Calendars, Canvas/SVG layouts, and maps include components that are actionable using the mouse but do not provide equivalent functionality using the keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not applicable	
2.2.1 Timing Adjustable (Level A)	Does Not Support	After a period of inactivity, the Nuvolo website ends the current session. The user is given no prior notice that their session is about to end, and there is no opportunity to extend or disable the timeout.
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	

<p>2.3.1 Three Flashes or Below Threshold (Level A)</p>	<p>Supports</p>	
<p>2.4.1 Bypass Blocks (Level A)</p>	<p>Partially Supports</p>	<p>Many pages within the Nuvolo website lack repetitive navigation sections requiring the use of Bypass Blocks. Some pages, however, include navigation structures and sidebars. These pages lack “Skip to content” links allowing users navigating with a keyboard to skip the repetitive content. Navigation may be cumbersome for users navigating using a keyboard.</p>
<p>2.4.2 Page Titled (Level A)</p>	<p>Partially Supports</p>	<p>Many pages within the Nuvolo website provide page title properties that are meaningful and unique, with some exceptions:</p> <ul style="list-style-type: none"> • Several pages within the Nuvolo website lack meaningful and unique page titles.
<p>2.4.3 Focus Order (Level A)</p>	<p>Partially supports</p>	<p>The Nuvolo web application provides a logical focus order with the following exceptions:</p> <ul style="list-style-type: none"> • Side panel content does not properly manage focus. Focus does not properly move to the panel when opened or return when closed. • Visually hidden content is focusable. • Custom Gantt chart content does not properly manage focus. • Dialogs, which are prevalent in the Nuvolo website, do not properly manage focus. When dialogs are opened, focus does not properly move to them and is not properly retained within them. When closing dialogs, focus does not properly return to the control that opened them.
<p>2.4.4 Link Purpose (In Context) (Level A)</p>	<p>Partially Supports</p>	<p>Links within the Nuvolo website properly identify their purpose with one exception.</p>

		<ul style="list-style-type: none"> The Portal logo image link does not adequately convey its purpose.
2.5.1 Pointer Gestures (Level A 2.1 only)	Not applicable	
2.5.2 Pointer Cancellation (Level A 2.1 only)	Not applicable	
2.5.3 Label in Name (Level A 2.1 only)	Partially Supports	Some controls within the Nuvolo website, such as form inputs and buttons, have visual label text that is not programmatically associated with the control. This fails to convey the visual label as an accessible name. Users navigating using assistive technology cannot identify the purpose of these controls.
2.5.4 Motion Actuation (Level A 2.1 only)	Not applicable	
3.1.1 Language of Page (Level A)	Partially Supports	Some pages within the Nuvolo website properly identify the page language. This is necessary to inform assistive technology how to interpret the page. While this is properly identified in some pages, many pages within the website lack a language definition.
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.3.1 Error Identification (Level A)	Partially Supports	<p>The Nuvolo website provides indications of errors in forms, with the following exception:</p> <ul style="list-style-type: none"> A phone number field fails to programmatically convey its error description when an error is present.

3.3.2 Labels or Instructions (Level A)	Partially Supports	<p>The Nuvolo website provides labels or instructions when content requires user input with some exceptions:</p> <ul style="list-style-type: none"> • Some fields rely on placeholder text instead of a consistently visible label.
4.1.1 Parsing (Level A)	Supports	
4.1.2 Name, Role, Value (Level A)	Partially supports	<p>The Nuvolo web application provides the correct name, role, and state information for interactive controls, with the following exceptions:</p> <ul style="list-style-type: none"> • Expandable/collapsible controls do not convey their state. • Form inputs lack accessible names. • Interactive components such as buttons lack accessible names. • Custom controls lack accessible roles. • iFrame content lacks meaningful titles.

Table 2: Web Content Accessibility Guidelines (WCAG) 2.1, Level AA

Notes:

Criteria	Conformance level	Remarks and explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	
1.2.5 Audio Description (Prerecorded) (Level AA)	Not applicable	
1.3.4 Orientation (Level AA 2.1 only)	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	<p>The Nuvolo website provides sufficient contrast between foreground and background colors in many components, with some exceptions:</p> <ul style="list-style-type: none"> Several instances of controls such as links and buttons or plain text fail to provide sufficient contrast between the foreground and background.
1.4.4 Resize text (Level AA)	Partially Supports	<p>The Nuvolo website supports text resizing with some exceptions:</p> <ul style="list-style-type: none"> When text is resized on some pages, content becomes overlapped or is outside the viewable area.
1.4.5 Images of Text (Level AA)	Supports	
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	<p>The Nuvolo website supports content reflow with some exceptions:</p> <ul style="list-style-type: none"> At smaller viewport sizes, content begins to overlap or requires two-dimensional scrolling.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	<p>Much of the non-text content on the Nuvolo website provides sufficient contrast, with some exceptions:</p> <ul style="list-style-type: none"> Canvas/SVG content provides poor contrast between layers and boundaries.

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> Custom filter controls change color to convey their state. This change provides a low difference in contrast. Loading status images do not provide sufficient contrast.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Partially Supports	<p>The Nuvolo website includes controls that provide mouse focus/hover states. Some instances of this provide keyboard fallbacks with some exceptions:</p> <ul style="list-style-type: none"> Tooltips cannot be hovered over or dismissed without moving keyboard focus or the pointer to another element.
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Partially Supports	<p>The Nuvolo web application provides a visual indication of focus for most controls with some exceptions:</p> <ul style="list-style-type: none"> Content that is not presented visually is focusable with the keyboard. No visual indication of keyboard focus is present when this happens. Some focusable controls lack a visual indication of focus.
3.1.2 Language of Parts (Level AA)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Not applicable	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not applicable	
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	<p>The Nuvolo website provides status messages to users. These are properly exposed to users with some exceptions:</p>

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none">• Loading status images lack alternative text to properly convey their message.

Table 3: Web Content Accessibility Guidelines (WCAG) 2.1, Level AAA

Notes:

Criteria	Conformance level	Remarks and explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not evaluated	
1.2.9 Audio-only (Live) (Level AAA)	Not evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 only)	Not evaluated	
1.4.6 Contrast Enhanced (Level AAA)	Not evaluated	
1.4.7 Low or No Background Audio (Level AAA)	Not evaluated	
1.4.8 Visual Presentation (Level AAA)	Not evaluated	
1.4.9 Images of Text (No Exception) Control (Level AAA)	Not evaluated	
2.1.3 Keyboard (No Exception) (Level AAA)	Not evaluated	
2.2.3 No Timing (Level AAA)	Not evaluated	
2.2.4 Interruptions (Level AAA)	Not evaluated	
2.2.5 Re-authenticating (Level AAA)	Not evaluated	
2.2.6 Timeouts (Level AAA 2.1 only)	Not evaluated	
2.3.2 Three Flashes (Level AAA)	Not evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Not evaluated	
2.4.8 Location (Level AAA)	Not evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA)	Not evaluated	
2.4.10 Section Headings (Level AAA)	Not evaluated	
2.5.5 Target Size (Level AAA 2.1 only)	Not evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Not evaluated	
3.1.3 Unusual Words (Level AAA)	Not evaluated	
3.1.4 Abbreviations (Level AAA)	Not evaluated	
3.1.5 Reading Level (Level AAA)	Not evaluated	

Criteria	Conformance level	Remarks and explanations
3.1.6 Pronunciation (Level AAA)	Not evaluated	
3.2.5 Change on Request (Level AAA)	Not evaluated	
3.3.5 Help (Level AAA)	Not evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Not evaluated	

Legal disclaimer

Include your company legal disclaimer here, if needed.