

BeyondTrust Accessibility Conformance Report

VPAT® Version 2.5

BeyondTrust Remote Support: Customer Client

BeyondTrust

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Name of Product/Version

Name of Product: BeyondTrust Remote Support: Customer Client

Version: 26.1.1

Report Date

July 17, 2026

Product Description

The BeyondTrust Remote Support Customer Client is the software used to obtain support from a support representative. Users can request support online (via the Support Portal) or using the desktop application (Support Button); a chat window is used for communication with the representative.

Notes

No significant UI changes have been made since the last report.

Evaluation Methods Used

Assistive technology products used as part of testing included Freedom Scientific JAWS 2025, NVDA 2024.3, Freedom Scientific ZoomText 2024, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Windows 11.

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)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	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 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Partially Supports	Some images have alternative text. Some graphical buttons do not have names set.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Not Applicable	There is no audio-only or video-only recordings in the application.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Not Applicable	No time-based media present.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Not Applicable	No time-based media present.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Partially Supports	Data tables are not used. Some Support Portal pages are missing heading tags. Some form fields (e.g., edit fields, combo boxes) do not have programmatically determined names.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	Correct reading sequences can be programmatically determined.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	Instructions and content do not rely solely on sensory characteristics of components.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Partially Supports	Color is not used as the sole means of conveying information on some screens. In the Support Portal, color is the sole means of identifying links that are inline.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Not Applicable	No videos or audio recordings launch automatically when a page is loaded.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Partially Supports	Some functions of the application are keyboard operable. In the desktop chat window, the keyboard can be used to send messages; the remaining functionality in the window is not keyboard operable. Moreover, when the user is given control of the representative's desktop, keyboard usage is not fully supported.

Criteria	Conformance Level	Remarks and Explanations
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Does Not Support	The Support Button desktop chat window contains a keyboard trap on the chat edit field. Keyboard focus gets trapped when the representative is sharing their screen.
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Keyboard shortcuts using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters are not used.
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	The prompt response time can be configured by the representative.
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	The application does not contain automatically scrolling or updating content that cannot be paused or stopped.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	Flashing or blinking does not occur in the prohibited range.

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	The Support Portal does not contain repetitive navigation links, so bypass blocks are not required. The desktop chat window and the Support Button application are non-web software.
<u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	Windows and pages throughout the application contain descriptive titles.
<u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Partially Supports	Where there is keyboard operation, the application can be navigated in an order that preserves meaning and operability on some screens. Some non-visible controls remain in the tab order when connecting from the Support Portal.
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	The purpose of each link can be determined from the link text together with context.
<u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Multipoint or path-based gestures are not used.
<u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Supports	Pointer functionality is not triggered via down-events.

Criteria	Conformance Level	Remarks and Explanations
<u>2.5.3 Label in Name</u> (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Partially Supports	For user interface components with labels, the accessible name contains the text that is presented visually. Some user interface components have visible labels but are not programmatically labeled.
<u>2.5.4 Motion Actuation</u> (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Not Applicable	The application does not contain device or user motion functionality.
<u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	The default human language can be programmatically determined on all application pages.
<u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	Gaining focus on components does not initiate a change of context.
<u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	Changing the setting of user interface components does not automatically cause a change of context.
<u>3.2.6 Consistent Help</u> (Level A 2.2 only) Revised Section 508 – Does not apply	Supports	Help occurs in same order relative to pages content.

Criteria	Conformance Level	Remarks and Explanations
<u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	Error messages are displayed on forms when fields are empty or improperly formatted.
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	Visual labels or instructions are provided for components.
<u>3.3.7 Redundant Entry</u> (Level A 2.2 only) Revised Section 508 – Does not apply	Not Applicable	Entry of redundant information is not required.
<u>4.1.1 Parsing</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates that this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Partially Supports	The application provides name, role, state, and value information to assistive technology for some components. Some components (e.g., combo boxes) do not provide some required information (e.g., role, state, value).

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Not Applicable	No time-based media present.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Not Applicable	No time-based media present.
<u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Supports	The application does not restrict content to a single orientation.
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Not Applicable	User personal information is not requested.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Partially Supports	Some areas of the application meet the required contrast ratios. Some areas do not meet the required 4.5:1 contrast ratio.
<u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	In the Support Portal, text can be resized without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Does Not Support	An image of text is used in the Web Chat Window.
<u>1.4.10 Reflow</u> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Supports	The desktop application does not include features to scale content. The Support Portal reflows to the required zoom and screen sizes.
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Supports	Non-text content meets the required contrast ratio of 3:1.
<u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Supports	The desktop application does not allow text style properties to be set. The Support Portal allows for the required text style properties without loss of content.
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Hover content is not used.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 602.3 (Support Docs) – Does not apply to non-web docs	Supports	The product is an application, so usage of some functionality depends on following steps and processes. There are multiple ways to request a support session.

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	Headings and labels describe topic or purpose.
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	The visual focus is well-defined where there is keyboard operability.
<u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only) Revised Section 508 – Does not apply	Supports	Items that receive focus are not entirely hidden by author-created content.
<u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) Revised Section 508 – Does not apply	Not Applicable	Dragging movements are not used.
<u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) Revised Section 508 – Does not apply	Supports	Control targets meet the required CSS pixel size or have enough control spacing.
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	The language of pages is set programmatically.
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Consistent navigation occurs throughout the application.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Consistent identification occurs throughout the application.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Supports	Required fields notify the user if there is no input. Error messages indicate that fields are improperly formatted or non-numeric.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 602.3 (Support Docs)	Not Applicable	Application does not cause legal commitments or financial transactions to occur for the user.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply	Not Applicable	The application does not have an authentication process.
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Does Not Support	Error messages cannot be programmatically determined without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: Product was not tested to WCAG 2.0 AAA level

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The application is partially keyboard operable. Some components (e.g., edit fields, combo boxes) do not provide name, role, state, and value information to assistive technology. When the user is controlling the representative's screen, none of the accessibility information for user interface elements in the representative's screen is available locally.
302.2 With Limited Vision	Partially Supports	The application is partially keyboard operable. The application provides name, role, state and value information to assistive technology for some components. The application can be used by users with low visual acuity when combined with screen magnification assistive technology. The application does not meet the required contrast ratios in some areas and some areas do not support Windows High Contrast Settings.
302.3 Without Perception of Color	Partially Supports	Color is not used as the sole means of conveying information on some screens. In the Support Portal, color is the sole means of identifying links that are inline.
302.4 Without Hearing	Supports	The application does not require user hearing.
302.5 With Limited Hearing	Supports	The application does not require user hearing.
302.6 Without Speech	Supports	Does not require user speech.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Partially Supports	The application is partially keyboard operable.
302.8 With Limited Reach and Strength	Partially Supports	The application is partially keyboard operable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: [Hardware](#)

Notes: This product is not hardware and therefore this section is not applicable to the product.

Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The application is not an operating system (platform software).
502.2.2 No Disruption of Accessibility Features	Supports	The application does not interfere with operating system accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	The application provides name, role, state, and value information to assistive technology for some components. Some components (e.g., edit fields, combo boxes) do not provide some required information (e.g., role, state, value).

Criteria	Conformance Level	Remarks and Explanations
		When the user is controlling the representative's screen, none of the accessibility information for user interface elements in the representative's screen is available locally.
502.3.2 Modification of Object Information	Supports	The application can be operated by assistive technology. Controls expose state information to assistive technology.
502.3.3 Row, Column, and Headers	Not Applicable	The application does not contain data tables.
502.3.4 Values	Supports	Assistive technology can operate the user interface to determine values.
502.3.5 Modification of Values	Supports	Assistive technology can operate the user interface to modify values.
502.3.6 Label Relationships	Partially Supports	The application provides label information to assistive technology for some components. The application does not provide label information for some components (e.g., edit fields, combo boxes).
502.3.7 Hierarchical Relationships	Supports	Parent-child relationships can be determined programmatically.
502.3.8 Text	Partially Supports	Assistive technology can operate the user interface to read text in some areas. Some popup dialog text is not programmatically available.
502.3.9 Modification of Text	Supports	Assistive technology can operate the user interface to modify text.
502.3.10 List of Actions	Supports	Objects provide their roles, and the actions may be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
502.3.11 Actions on Objects	Supports	Objects provide their roles, and the actions may be programmatically determined.
502.3.12 Focus Cursor	Supports	Edit fields are compatible with assistive technology.
502.3.13 Modification of Focus Cursor	Supports	Edit fields are compatible with assistive technology.
502.3.14 Event Notification	Supports	Controls provide change in state information to screen readers.
502.4 Platform Accessibility Features	Not Applicable	The application is not an operating system.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	In some areas, Windows High Contrast settings are supported. In some areas, Windows High Contrast settings are not supported.
503.3 Alternative User Interfaces	Not Applicable	The application does not provide an alternative user interface and is not assistive technology.
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Multimedia is not used.
503.4.2 Audio Description Controls	Not Applicable	Multimedia is not used.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Application is not an Authoring Tool.
504.2.2 PDF Export	Not Applicable	Application is not an Authoring Tool.

Criteria	Conformance Level	Remarks and Explanations
504.3 Prompts	Not Applicable	Application is not an Authoring Tool.
504.4 Templates	Not Applicable	Application is not an Authoring Tool.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The documentation is in electronic format and can be converted to other formats.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	The documentation is in electronic format and can be converted to other formats.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The BeyondTrust accessibility statement can be found at: https://www.beyondtrust.com/blog/entry/beyondtrusts-commitment-to-digital-accessibility
603.3 Accommodation of Communication Needs	Supports	Support services accommodate end users with disabilities.

Legal Disclaimer (Company)

This Accessibility Conformance Report (ACR, or VPAT) provides guidance on the accessibility characteristics of **BeyondTrust Remote Support: Customer Client** as of **July 17, 2026**, and for the version, set forth on page 2 above.

This document is for informational purposes only, and BeyondTrust makes no warranties, express or implied, in this document.