

PDQ.com Corporation Accessibility Conformance Report

International Edition

Based on VPAT® 2.4 WCAG 2.1 and Revised Section 508 Edition

Name of Product/Version: PDQ Deploy 19.3.590 and PDQ Inventory 19.3.590

Report Date: August 8th, 2024

Product Description: PDQ Deploy is a software deployment tool that allows system administrators to silently install almost any application or patch to multiple Windows computers simultaneously. PDQ Inventory is a systems management tool that allows system administrators to scan their Windows computers to collect hardware, software, and Windows configuration data.

Contact Information: support@pdq.com

Evaluation Methods Used: Microsoft Narrator and Accessibility Insights for Windows

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 2.1	<ul style="list-style-type: none">• Table 1: Success Criteria, level A• Table 2: Success Criteria, Level AA• Table 3: Success Criteria, Level AAA
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	<ul style="list-style-type: none">• Chapter 3: Functional Performance Criteria (FPC)• Chapter 4: Hardware• Chapter 5: Software• Chapter 6: Support Documentation and Services

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.
- **Partial 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 only be used in WCAG Level AAA criteria.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Partial Support	Some graphics are missing alt text or descriptions.
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	No time-based media is present in the software.
1.2.2 Captions (Prerecorded)	Not Applicable	No audio in the software. The help manual links to YouTube videos with captions.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	No audio in the software.
1.3.1 Info and Relationships	Partial Support	Some of the logical navigation relationships between info are broken but accessible via text
1.3.2 Meaningful Sequence	Partial Support	Can access most elements, however the tab order could be improved to convey the meaning more clearly
1.3.3 Sensory Characteristics	Not Applicable	
1.4.1 Use of Color	Not Applicable	
1.4.2 Audio Control	Not Applicable	
2.1.1 Keyboard	Partial Support	Most actions can be done through keyboard shortcuts.
2.1.2 No Keyboard Trap	Partial Support	Full functionality requires a mouse.
2.1.4 Character Key Shortcuts	Supports	Supported active only focus of application.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Pause, Stop, Hide	Does Not Support	Progress information updates in real-time and does not have the ability to stop or hide.
2.2.2 Timing Adjustable	Not Applicable	
2.3.1 Three Flashes or Below Threshold	Not Applicable	
2.4.1 Bypass Blocks	Not Applicable	
2.4.2 Page Titled	Partial Support	Some Windows dialog boxes do not contain titles.
2.4.3 Focus Order	Not Applicable	
2.4.4 Link Purpose (In Context)	Partial Support	Some links do not work with narration.
2.5.1 Pointer Gestures	Not Applicable	
2.5.2 Pointer Cancellation	Not Applicable	
2.5.3 Label in Name	Partial Support	Some labels differ in the text they contain compared to the name of the label.
2.5.4 Motion Actuation	Not Applicable	
3.1.1 Language of Page	Not Applicable	Software inherits system default language for most text
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification	Supports	
3.3.2 Labels or Instructions	Supports	
4.1.1 Parsing	Not Applicable	
4.1.2 Name, Role, Value	Supports	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	
1.2.5 Audio Description (Prerecorded)	Not Applicable	
1.3.4 Orientation	Partial Support	Numerous windows can be resized, but the orientation remains static.
1.3.5 Identify Input Purpose	Not Applicable	
1.4.3 Contrast (Minimum)	Partial Support	Some text contrast is only slightly distinguishable from surrounding text.
1.4.4 Resize text	Does Not Support	
1.4.5 Images of Text	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow	Not Evaluated	
1.4.11 Non-text Contrast	Not Evaluated	
1.4.12 Text Spacing	Not Evaluated	
1.4.13 Content on Hover or Focus	Does Not Support	Tooltips disappear if user attempts to click on the tooltip.
2.4.5 Multiple Ways	Supports	Documentation is linked in multiple places.
2.4.6 Headings and Labels	Supports	
2.4.7 Focus Visible	Supports	
3.1.2 Language of Parts	Not Applicable	
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Partial Support	Some errors do not appear until form is submitted and then the user is alerted.
3.3.4 Error Prevention (Legal, Financial, Data)	Not Applicable	
4.1.3 Status Messages	Partial Support	

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

Revised Section 508 Report

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partial Support	
302.2 With Limited Vision	Partial Support	
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partial Support	

Chapter 4: [Hardware](#)

Notes: Not evaluated, there is no hardware associated with these products.

Chapter 5: Software

Notes: Some features of the product do not respond to Screen Narration.

Criteria	Conformance Level	Remarks and Explanations
502.2.1 User Control of Accessibility Features	Partial Support	
502.2.2 No Disruption of Accessibility Features	Supports	
502.3.1 Object Information	Partial Support	Some features do not respond to Screen Narration.
502.3.2 Modification of Object Information	Partial Support	Some UI elements are not settable programmatically.
502.3.3 Row, Column, and Headers	Supports	
502.3.4 Values	Partial Support	Some UI element values cannot be gathered programmatically.
502.3.5 Modification of Values	Partial Support	Some UI elements are not settable programmatically.
502.3.6 Label Relationships	Supports	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Partial Support	Some text elements are not readable by narration software.
502.3.9 Modification of Text	Partial Support	Some UI elements are not settable programmatically.
502.3.10 List of Actions	Partial Support	Some Actions are not presented to Narration software to read aloud.

Criteria	Conformance Level	Remarks and Explanations
502.3.11 Actions on Objects	Partial Support	Some UI elements are not accessible via keyboard alone.
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Does Not Support	
503.2 User Preferences	Partial Support	There are different themes that may increase usability for some users. Font size, type, or contrast cannot be changed by users.
503.3 Alternative User Interfaces	Partial Support	There are different themes that may increase usability for some users. Font size, type, or contrast cannot be changed by users.
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504.2 Content Creation or Editing	Not Applicable	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Partial Support	Reports are exportable to PDF, however these reports may not conform to standards.
504.3 Prompts	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
504.4 Templates	Not Applicable	

Chapter 6: [Support Documentation and Services](#)

Notes: Not applicable, in product documentation is available online, including the PDF copy of the Getting Started Guide.

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