



TOPdesk Self-Service Portal Accessibility Conformance Report

Accessibility Conformance Report

TOPdesk is working to improve access to our software for anyone, but what exactly is the current state? In short, the TOPdesk Self Service Portal is one of the best available solutions if accessibility is a prime concern of a service provider (which it should be, in our humble opinion). There are some limitations to be aware of, however. The documentation below goes in great detail to explain what is (and isn't!) accessible according to WCAG 2.1 guidelines.

This documentation can be used when a VPAT (Voluntary Product Accessibility Template) is being asked for, but does not yet cover Section 508 regulation, nor mentions EN 301 549. The first tries to find similar answers but asks different questions, while the latter would primarily require references to the correct criteria. Both will be added only if the demand is there: the WCAG 2.1 guidelines provide a thorough overview of our current state.

Evaluation methods used

The state of the Self Service Portal has been internally audited to determine the scope of the efforts required. We validate the quality of accessibility using Accessibility Insights for Web. Additionally, we test with JAWS on Chrome and NVDA on Firefox.

While an internal audit is sufficient for formal documentation, we believe an external, independent audit adds three very important things: specialist knowledge, authority, and no suspicion of dishonesty. The renowned Dutch Accessibility Foundation, who played a role in the development of the WCAG guidelines as well as the 'drempelvrij' (obstacle free) label for Dutch government, has audited TOPdesk.

The TOPdesk used for the audit was set up using the most common functionalities. Excluded functionalities are listed in the 'Self Service Portal components' paragraph below.

Applicable standards/guidelines

In compliance with the vast majority of internal laws and regulations, TOPdesk aims to comply to WCAG 2.1 level AA.

About the audit

Date: September 2020

Version evaluated: 10.09.007

Self Service Portal components

The TOPdesk Self Service Portal consists of a number of components. While most criteria are supported by the full product, some exceptions exist. In the audit, the Self Service Portal has been reviewed with the following interfaces made available:

- Login screen
- Navigation pages, including sidebars
- Search results
- My Requests overview
- Service pages
- Forms
- Incident and Change
- Knowledge items

Excluded from this setup were:

- Reservations calendar
- Visitor registration / my visitors
- Published reports
- Chat

The excluded pages will be covered in time. As the majority of TOPdesk portals have been set up without these pages, and anyone can set up their portal without them, we've excluded these modules in the evaluation. That also means a conformance level of 'supports' is bound to the evaluated components.

The audit

1. Perceivable

1.1 Text alternatives

1.1.1 Non-text content

Conformance level: Support with exceptions

- Error page - Image doesn't have alt=""
- My Objects - Image doesn't have alt=""

1.2 Time-based media

1.2.1 Audio-only and video-only (pre-recorded)

Conformance level: Not applicable

- Product does not use prerecorded media.

1.2.2. Caption (pre-recorded)

Conformance level: Not applicable

- Product does not use prerecorded media.

1.3 Adaptable

1.3.1 Info and relationships

Conformance level: Support with exceptions

- Error (404) - All text is made up as html titles, while some lines are merely content. Also, highest level should be H1
- Personal profile - Labels not related to input fields
- Knowledge base - Top 10 of view items isn't a list

1.3.2 Meaningful sequence

Conformance level: Supports

1.3.3 Sensory characteristics

Conformance level: Supports

1.3.4 Orientation

Conformance level: Supports

1.3.5 Identify input purpose

Conformance level: Support with exceptions

- Personal profile - Autocomplete attributes on fields missing

1.3.6 Identify purpose

Conformance level: Supports

1.4 Distinguishable

1.4.1 Use of color

Conformance level: Support with exceptions

- Change card - Contrast on buttons insufficient

1.4.2 Audio control

Conformance level: Supports

1.4.3 Contrast (minimum)

Conformance level: Support with exceptions

- Authorization overview - Contrast on 'created' text insufficient
- Change card - Contrast on text insufficient

1.4.4 Resize text

Conformance level: Support with exceptions

- Error (404) - Unresponsive page. Text can fall off screen, with no scrollbar to reach it
- Knowledge base start page - Unresponsive page. Text can fall off screen, with no scrollbar to reach it
- Personal profile - Unresponsive page. Text can fall off screen, with no scrollbar to reach it

1.4.5 Images of text

Conformance level: Supports

1.4.6 Contrast (Enhanced)

Conformance level: Supports

1.4.7 Low or no background audio

Conformance level: Supports

1.4.8 Visual presentation

Conformance level: Supports

1.4.9 Image of text (no exception)

Conformance level: Supports

1.4.10 Reflow

Conformance level: Support with exceptions

- Knowledge base start page - Unresponsive page. Requires dual scrollbars to reach all content

1.4.11 Non-text contrast

Conformance level: Support with exceptions

- Login - Contrast on input field borders is too low

1.4.12 Text spacing

Conformance level: Support with exceptions

- Homepage - Content in the sidebar texts can disappear if line height, line distance and word distance are adjusted

1.4.13 Content on hover or focus

Conformance level: Supports

2. Operable

2.1 Keyboard accessible

2.1.1 Keyboard

Conformance level: Support with exceptions

- Change card - In the mobile view, the sidebar blocks become expandable blocks. These blocks can't be controlled by keyboard, making the content inaccessible
- My Objects - The objects can expand with mouse, but this can't be reached by keyboard

2.1.2 No keyboard trap

Conformance level: Supports

2.2 Enough time

2.2.1 Timing adjustable

Conformance level: Supports

2.2.2 Pause, stop, hide

Conformance level: Supports

2.3 Seizures and physical reactions

2.3.1 Three flashes or below Threshold

Conformance level: Supports

2.4 Navigable

2.4.1 Bypass blocks

Conformance level: Support with exceptions

- Homepage - In mobile view the right panel sits above the blue buttons, meaning the skiplink no longer refers to the first available content

2.4.2 Page titled

Conformance level: Support with exceptions

- Error (404) - Page title missing

2.4.3 Focus order

Conformance level: Supports with exceptions

- Homepage - In mobile view the right panel sits above the blue buttons, with isn't consistent with the tab order
- Personal profile - This page had tabs. The focus order should first go through the content of the active tab, instead of passing the available tabs first

2.4.4 Link purpose (in context)

Conformance level: Supports

2.4.5 Multiple ways

Conformance level: Supports

2.4.6 Headings and labels

Conformance level: Support with exceptions

- My requests - Only show my requests' has barely visible focus styling

2.4.7 Focus visible

Conformance level: Supports

2.4.8 Location

Conformance level: Supports

2.4.9 Link purpose (Link only)

Conformance level: Supports

2.4.10 Section headings

Conformance level: Supports

2.5 Input modalities

2.5.1 Pointer gestures

Conformance level: Supports

2.5.2 Pointer cancellation

Conformance level: Supports

2.5.3 Label in name

Conformance level: Support with exceptions

- Homepage - The custom text in the search bar is different from the invisible label on the same field 'search'
- My Objects- Search bar has no accessible name, only placeholder text
- Personal profile - Input fields don't have an accessible name, as labels are not related to input fields
- Change card - Input field doesn't have an accessible name, only a placeholder text

2.5.4 Motion actuation

Conformance level: Supports

2.5.5 Target size

Conformance level: Supports

2.5.6 Concurrent input mechanisms

Conformance level: Supports

3. Understandable

3.1.1 Language of page

Conformance level: Support with exceptions

- Error (404) - Page language missing

3.1.2 Language of parts

Conformance level: Supports

3.2.1 On focus

Conformance level: Supports

3.2.2 On input

Conformance level: Supports

3.3.1 Error identification

Conformance level: Supports

- Login password forgotten - No error given when no content is provided

3.3.2 Labels or instructions

Conformance level: Supports

4. Robust

4.1.1 Parsing

Conformance level: Supports

4.1.2 Name, Role, Value

Conformance level: Support with exceptions

- My Objects - Missing aria labels, keyboard inaccessibility and focus order issues in general
- Personal profile - Tabs aren't set up correctly. Should use aria-label and aria-labelledby.
- Personal profile - Input fields don't have labels and can thus not be read by assistive tooling
- My Objects - Missing label on search bar