

Jamf Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Jamf Pro

Report Date: May 13, 2021

Product Description: Web-based software application

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Evaluation Methods Used: Code inspection, walkthrough with assistive technologies, and accessibility testing

Notes: Evaluation and report prepared for Jamf by Protiviti.

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 / No) Level AA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / 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 2.0 Level AAA.

WCAG 2.x Report

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 (Level A)	Partially Supports	Some areas of Jamf Pro use the same alt text on adjacent images, which results in screen readers stuttering as the same text is read out twice.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Audio-only and video-only material are not used in Jamf Pro.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Multimedia is not used in Jamf Pro.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Multimedia is not used in Jamf Pro.
1.3.1 Info and Relationships (Level A)	Does Not Support	Content inserted with CSS is not read by some screen readers, and not available to people who turn off style sheets. Text in certain areas uses the CSS font-weight property to emphasize certain text when it should be styled using the markup “strong” attribute instead.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	HTML layout tables are structured so screen readers announce the presence of “spacer” cells which makes comprehension difficult when rendered into speech.
1.3.3 Sensory Characteristics (Level A)	Partially Supports	Some areas of Jamf Pro do not support this criterion due to using a graphical symbol alone to convey information: • Policies page: green icon, which presumably means “online” or “available.” • The icons at top right (User, Notifications, All Settings). • Expand / collapse buttons.
1.4.1 Use of Color (Level A)	Partially Supports	A focus highlight is occasionally but not always visible when tabbing through Jamf Pro.
1.4.2 Audio Control (Level A)	Not Applicable	Automatically playing audio or video is not present in Jamf Pro.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Does Not Support	Jamf Pro cannot be fully operated via keyboard. Several areas cannot be reached using keyboard-only operation, including: • The “Collapse Menu” item. • The items at top right – Full Jamf Pro, the User menu, the Notifications icon, and the Settings icon. • Content areas on most pages.
2.1.2 No Keyboard Trap (Level A)	Supports	There do not appear to be any keyboard traps in Jamf Pro.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	Keyboard shortcuts are implemented in Jamf Pro.
2.2.1 Timing Adjustable (Level A)	Not Applicable	
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	
2.4.1 Bypass Blocks (Level A)	Does Not Support	It is not possible to easily bypass blocks of navigation or content in Jamf Pro without relying on built-in capabilities of screen readers.
2.4.2 Page Titled (Level A)	Does Not Support	Jamf Pro use the same title for multiple pages.
2.4.3 Focus Order (Level A)	Partially Supports	Visible focus order is not fully available in pages and view states of Jamf Pro.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	Some buttons and links do not provide an accessible name that can be parsed by screen readers. Examples: • Expand / collapse buttons. • The User, Notifications, and Settings icons. • The “+ New” button.
2.5.1 Pointer Gestures (Level A 2.1 only)	Not Applicable	Jamf Pro does not implement multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	
2.5.3 Label in Name (Level A 2.1 only)	Supports	
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Not Evaluated	Criterion could not be evaluated due to lack of full

Criteria	Conformance Level	Remarks and Explanations
		support for 1.4.1.
3.2.2 On Input (Level A)	Supports	
3.3.1 Error Identification (Level A)	Does Not Support	For areas where an item can be added, input errors are not announced. Some examples: • Volume Purchasing → Add Location. • Adding a new user. Jamf Pro input forms provide visual indication of required fields, but input error correction suggestions are not announced by screen readers.
3.3.2 Labels or Instructions (Level A)	Supports	
4.1.1 Parsing (Level A)	Supports	
4.1.2 Name, Role, Value (Level A)	Partially Supports	Jam Protect provides only partial support due to: • The focus state of some user interface components not being programmatically determinable • No notification of change of focus state available. • Some button elements are unlabeled and have no accessible name.

Table 2: Success Criteria, 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)	Partially Supports	Jam Protect does support viewing at mobile browser resolutions, however some sub-tabs are not visible until the open sub-tab is closed. Example: • Computers → [choose computer] → General tab – subsequent tabs such as Hardware, Operating

Criteria	Conformance Level	Remarks and Explanations
		System and so on are not visible when the General tab is open.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Does Not Support	Jamf Pro does not appear to use the “input-type” attribute for common fields such as name.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Some pages with small gray text against gray background do not support this criterion. Example: The text color to background color contrast ratio is 1.52 with color: rgb(82,86,94); background-color: rgb(59,59,59); font-size: 10.50pt; font-weight: 400.00.
1.4.4 Resize text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Not Applicable	
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	Jamf Pro does support viewing at mobile browser resolutions, however some wide tables require horizontal scrolling.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	Certain controls do not provide sufficient contrast from their background. Examples: - The “+ New” button. - Upload button. - The table / card layout switcher buttons.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Does Not Support	When content with pop-up information has focus, Jamf Pro does not indicate this change for screen readers so they cannot announce the presence of pop-up content.
2.4.5 Multiple Ways (Level AA)	Does Not Support	Jamf Pro does not provide information about the general layout of a site using a site map or table of contents.
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Does Not Support	A focus highlight is occasionally but not always visible when tabbing through Jamf Pro.
3.1.2 Language of Parts (Level AA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Does Not Support	Forms provide visual indication of required fields, but input error correction suggestions are not announced by screen readers.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Evaluated	
4.1.3 Status Messages (Level AA 2.1 only)	Does Not Support	When an item is created or edited, Jamf Pro does not provide notification that is announced by screen readers.

Table 3: Success Criteria, Level AAA

Notes: AAA criteria not tested.

Legal Disclaimer

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