



VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE (VPAT)

 **Admin** By Request

Version 1.0

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Niels Jernes Vej 10
9220 Aalborg
Denmark

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Accessibility

Voluntary Product Accessibility Template (VPAT) outlining §508 accessibility information for Admin By Request by FastTrack Software

Name of Product: Admin By Request (AdminByRequest.com)

Product Description: Admin By Request is a Software-as-a-service (SaaS) Privileged Access Management (PAM) solution to manage local administrator rights on customer's endpoints

Date: September 15th 2020

Contact information: Jakob Bjorn Sorensen, jbs@fasttracksoftware.com

The terms used in the "Level of support" column are defined as follows:

Supports: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.

Supports with exceptions: Some functionality of the product does not meet the criteria.

Does not support: Majority of functionality of the product does not meet the criteria.

Not applicable: The criteria are not relevant to the product.

For any inquiries regarding this document, please contact Compliance Officer, Jakob B. Sørensen at jbs@fasttracksoftware.com.

Summary

Criteria	Level of support	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supports	

Criteria	Level of support	Remarks and explanations
Section 1194.22 Web-based Intranet and Internet Information and Applications	Supports / Not applicable	
Section 1194.23 Telecommunications Products	Not applicable	
Section 1194.24 Video and Multi-media Products	Not applicable	
Section 1194.25 Self-Contained, Closed Products	Not applicable	
Section 1194.26 Desktop and Portable Computers	Not applicable	
Section 1194.31 Functional Performance criterion	Not applicable	
Section 1194.41 Information, Documentation and Support	Supports	

Section 1194.21 Software Applications and Operating Systems

- Applicable product(s): The Admin By Request client software for Windows or Mac

Criteria	Level of Support	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a	Supports	The endpoint software is a standard piece of software for Windows that supports all

Criteria	Level of Support	Remarks and explanations
keyboard where the function itself or the result of performing a function can be discerned textually.		Windows' built-in accessibility features. Hotkeys are supported on all dialogue boxes
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports	
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports	
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be	Not applicable	

Criteria	Level of Support	Remarks and explanations
consistent throughout an application's performance.		
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with exceptions	The colors of user interfaces do not follow the Windows theme but follow contrast and brightness settings. The application does have an option for a black skin for users with eye disabilities that prefer black user interfaces for contrast reasons.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not applicable	The only animation is a wait spinner on the "please wait" splash screen that is the same as used in Windows
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not applicable	
(k) Software shall not use flashing or blinking text, objects, or other elements	Supports	

Criteria	Level of Support	Remarks and explanations
having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.		
(I) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	We use standard Windows and Mac programming that allows the operating system to control fields, such as narrator

Section 1194.22 Web-based Intranet and Internet Information and Applications

- Applicable product(s): Administrator portal at AdminByRequest.com

Note that only administrators will access the portal. No end users will have access to the portal or need to use the portal or web documentation.

Criteria	Level of Support	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via 'alt', 'longdesc', or in element content).	Supports	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Does not support	Helper texts for system administrator portal settings are sometimes highlighted by red text. These do not exist without color formatting.

Criteria	Level of Support	Remarks and explanations
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	All relevant compliance documentation exist both as html and downloadable pdf
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not applicable	
(g) Row and column headers shall be identified for data tables.	Supports	
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not applicable	We do not use any frames
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Does not support	

Criteria	Level of Support	Remarks and explanations
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Not applicable	
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).	Not applicable	
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with exceptions	We do not design web pages with accessibility mind. But we use standard html form fields, which means built-in accessibility tools can read fields.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not applicable	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	No timed responses exist

Section 1194.23 Telecommunications Products

- Applicable product(s): **None**

Section 1194.24 Video and Multi-media Products

- Applicable product(s): **None**

Section 1194.25 Self-Contained, Closed Products

- Applicable product(s): **None**

Section 1194.26 Desktop and Portable Computers

- Applicable product: **None**

Section 1194.31 Functional Performance criterion

- Applicable product: **None**

Section 1194.41 Information, Documentation and Support

Criteria	Level of Support	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Not applicable	No end user documentation is provided. All documentation is for the administrators of the system. All general requests are welcome at support@fasttracksoftware.com
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Please forward any such requests to support@fasttracksoftware.com and we'll be happy to help
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Please forward any such requests to support@fasttracksoftware.com