



BeyondTrust Accessibility Conformance Report

VPAT® Version 2.5

Remote Support Representative Console and Privileged Remote Access Console

BeyondTrust

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Name of Product/Version

Name of Product: BeyondTrust Remote Support Representative Console and Privileged Remote Access Console

Version: 25.3

Product Description

The products are the BeyondTrust Remote Support Representative Console and Privileged Remote Access Console.

Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of the **BeyondTrust Remote Support Representative Console and Privileged Remote Access Console** as of **December 9, 2025** and is only valid for the version and date that they were tested.

Evaluation Methods Used

Assistive technology products used as part of testing included Freedom Scientific JAWS 2025, NVDA 2025.3, Freedom Scientific ZoomText 2024, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Windows 10 and 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
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>Some graphical buttons have alternative text.</p> <p>Some images and graphical buttons do not have alternative text.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	There are no audio-only or video-only recordings in the application.
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	No time-based media is present.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	No time-based media is present.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>In some areas, column headers are indicated and associated with the corresponding data cells in data tables. In some areas, column headers are not indicated or associated with the corresponding data cells in data tables.</p> <p>Some data tables are missing column headers.</p> <p>Some controls (e.g., checkboxes, combo boxes, spin boxes, slider controls, text boxes) do not have programmatically determined names.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>In some windows, correct reading sequences can be programmatically determined.</p> <p>In some dialogs (e.g., About, “Remote Support – RDP”), correct reading sequences cannot be programmatically determined.</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	<p>Instructions and content do not rely solely on sensory characteristics of components.</p>
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>Color is not used as the sole means of conveying information in some areas.</p> <p>Color is used as the sole means of conveying information (e.g., to show focus) in some areas.</p>
<p><u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	<p>No videos or audio recordings launch automatically when a window opens.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.1 Keyboard (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Some functions of the application are keyboard operable.</p> <p>Some controls (e.g., buttons, context menus, links, menu buttons, split buttons, tooltips) are not keyboard operable.</p> <p>When the sidebar is collapsed, it cannot be expanded with the keyboard.</p> <p>Some operations (e.g., rearranging columns and tabstrip tabs, drawing annotations) can only be performed via the “drag and drop” gesture.</p> <p>When screen sharing is enabled, standard Windows shortcuts (e.g., ALT + tab) are not correctly passed to the remote desktop.</p>
<p>2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	<p>Does Not Support</p>	<p>Keyboard traps were observed in the application.</p> <p>For example, focus is trapped when it lands on the “Shell Jump...” button. In the Registry Access tab, focus is trapped in the table of values. In the Shell tab , focus is trapped in the remote shell window.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	<p>Does Not Support</p>	<p>In some areas, keyboard shortcuts using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters are not used.</p> <p>In the Screen Sharing tab, some of the Annotations menu items have keyboard shortcuts that consist of only one letter or number.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>The application timeout period and the presence of a timeout notification message can be set from the BeyondTrust Remote Support Administrative Interface and the BeyondTrust Privileged Remote Access Administrative Interface.</p> <p>A Windows notification message appears when the user has been idle beyond the designated time limit; this message, which states that the user has 30 seconds to respond, stays up for only a few seconds.</p>
<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	<p>In some areas (e.g., My Queues, session sidebar), statistics such as “Total Time” and “Uptime” auto-update, but this is considered essential.</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	<p>Flashing or blinking does not occur in the prohibited range.</p>
<p>2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Not Applicable	<p>The product is a desktop application.</p>
<p>2.4.2 Page Titled (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>Windows throughout the application contain descriptive titles.</p> <p>However, during a session, if the user detaches the sidebar and the session tab, the resulting windows both have the same title.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>In some areas, the application can be navigated in an order that preserves meaning and operability.</p> <p>In some areas, the focus order does not follow the reading order.</p>
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>Some interactive interface elements (e.g., buttons, menu items) indicate their purpose.</p> <p>Some graphical buttons do not have an accessible name. Some graphical buttons have an accessible name that does not indicate its purpose.</p>
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Not Applicable	Multipoint or path-based gestures are not used.
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Partially Supports	In some areas, pointer functionality is not triggered via the MouseDown event. In some navigation lists and tab strips, pointer functionality is triggered via the MouseDown event.
<p><u>2.5.3 Label in Name</u> (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Partially Supports	<p>For some user interface components, the programmatic label contains the text that is presented visually. For some user interface components, the programmatic label does not contain the text that is presented visually.</p> <p>Some user interface components have visible labels but are not programmatically labeled.</p>
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Not Applicable	The application does not contain device or user motion functionality.
<p><u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	The representative can select the language at login. Languages other than English are not programmatically detected.

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.1 On Focus (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	Putting focus on components does not initiate a change of context. When “Share My Screen” is used, a list of windows to share appears; when the user moves focus to a list item, focus immediately moves to a different list item.
<p>3.2.2 On Input (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>Changing the setting of user interface components does not automatically cause a change of context on some screens.</p> <p>In the Screen Sharing tab, toggling some buttons causes focus to be moved to another control; in addition, making a selection from the “Select Quality” menu causes a change of context.</p>
<p>3.2.6 Consistent Help (Level A 2.2 only) Revised Section 508 – Does not apply</p>	Supports	The Help menu item occurs in a consistent location in the main menu bar.
<p>3.3.1 Error Identification (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Error messages are displayed as text, and corrective actions are suggested.
<p>3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>In some areas, labels are provided for input fields.</p> <p>In some areas, labels are not provided for input fields (e.g., text boxes, combo boxes).</p>
<p>3.3.7 Redundant Entry (Level A 2.2 only) Revised Section 508 – Does not apply</p>	Not Applicable	Entry of redundant information is not required.
<p>4.1.1 Parsing (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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 .

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>Some components provide name, role, state, and value information to assistive technology.</p> <p>Some components (e.g., accordion controls, buttons, text boxes, checkboxes, combo boxes, links, menu buttons, spin boxes, slider controls, tree views) do not provide name, role, state, and value information to assistive technology.</p> <p>In the Screen Sharing tab, when the user is controlling a remote device, none of the accessibility information for user interface elements in the remote device is available locally. In the Shell tab, all commands are also run remotely. The result in both scenarios is that the screen reader is silent.</p>

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	No time-based media is present.
<p>1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	No time-based media is present.
<p>1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Supports	The application does not restrict content to a single orientation.

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Not Applicable	User personal information is not requested.
<p>1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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.
<p>1.4.4 Resize text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Does Not Support	The application does not respect the Windows “Accessibility – Text size” setting.
<p>1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Images of text are used, but they are considered essential (e.g., logo).
<p>1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Not Applicable	Windows application does not have reflow capabilities.
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Partially Supports	Some content (e.g., form field borders, focus indicators, status indicators, selection indicators, graphical buttons) does not have a contrast ratio of 3:1.
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Not Applicable	The application is a desktop application and does not allow text style properties to be set.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Does Not Support	Hover content (e.g., tooltips) does not allow for dismissal or hovering of the popup content.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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 perform certain application functions.
<p>2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Headings and labels describe topic or purpose.
<p>2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>In some areas, focus is well defined when it lands on a control.</p> <p>Focus is not well defined when it lands on some controls (e.g., buttons, menu buttons).</p>
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply</p>	Supports	Items that receive focus are not entirely hidden by author-created content.
<p>2.5.7 Dragging Movements (Level AA 2.2 only) Revised Section 508 – Does not apply</p>	Does Not Support	There is not a single-pointer alternative for “drag and drop” operations.
<p>2.5.8 Target Size (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply</p>	Partially Supports	<p>Control targets meet the required pixel size or have enough control spacing.</p> <p>Split buttons do not meet the required pixel size and do not have enough control spacing.</p>
<p>3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	The representative can select the language at login. Languages other than English are not programmatically detected.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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.
<p><u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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.
<p><u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Error messages are displayed as text, and corrective actions are suggested.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	The application does not cause legal commitments or financial transactions to occur for the user.
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only) Revised Section 508 – Does not apply</p>	Supports	In the login window, the user may paste into the Username and Password fields.
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Supports	Status messages can 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	Does Not Support	<p>The application is partially keyboard operable.</p> <p>Some components (e.g., accordion controls, buttons, text boxes, checkboxes, combo boxes, links, menu buttons, spin boxes, slider controls, tree views) do not provide name, role, state, and value information to assistive technology.</p> <p>In the Screen Sharing tab, when the user is controlling a remote device, none of the accessibility information for user interface elements in the remote device is available locally. In the Shell tab, all commands are also run remotely. The result in both scenarios is that the screen reader is silent.</p>
302.2 With Limited Vision	Partially Supports	<p>The application is partially keyboard operable.</p> <p>Some components (e.g., accordion controls, buttons, text boxes, checkboxes, combo boxes, links, menu buttons, spin boxes, slider controls, tree views) do not provide name, role, state, and value information to assistive technology.</p> <p>The application can be used by users with low visual acuity when combined with screen magnification assistive technology.</p> <p>The application does not meet required contrast ratios in some areas.</p>
302.3 Without Perception of Color	Partially Supports	<p>Color is not used as the sole means of conveying information in some areas. Color is used as the sole means of conveying information (e.g., to show focus) in some areas.</p>
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	The application does not require user speech.
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.

Criteria	Conformance Level	Remarks and Explanations
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	Some components (e.g., accordion controls, buttons, text boxes, checkboxes, combo boxes, links, menu buttons, spin boxes, slider controls, tree views) do not provide name, role, state, and value information to assistive technology. In the Screen Sharing tab, when the user is controlling a remote device, none of the accessibility information for user interface elements in the remote device is available locally. In the Shell tab, all commands are also run remotely. The result in both scenarios is that the screen reader is silent.
502.3.2 Modification of Object Information	Partially Supports	The application can be operated by assistive technology. Some controls do not expose state information to screen readers.
502.3.3 Row, Column, and Headers	Partially Supports	In some areas, column headers are indicated and associated with the corresponding data cells in data tables.

Criteria	Conformance Level	Remarks and Explanations
		In some areas, column headers are not indicated or associated with the corresponding data cells in data tables.
502.3.4 Values	Partially Supports	Assistive technology can operate the user interface to determine values. The value of some slider controls is not made available to assistive technology.
502.3.5 Modification of Values	Partially Supports	Assistive technology can operate the user interface to set values. The value of some slider controls cannot be set with assistive technology.
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., checkboxes, combo boxes, spin boxes, slider controls, text boxes).
502.3.7 Hierarchical Relationships	Supports	Parent-child relationships can be determined programmatically.
502.3.8 Text	Supports	Assistive technology can operate the user interface to read text.
502.3.9 Modification of Text	Supports	Assistive technology can operate the user interface to modify text.
502.3.10 List of Actions	Partially Supports	In some areas, objects provide their roles, and the actions may be programmatically determined. Some objects (e.g., links, menu buttons) do not provide the correct role.
502.3.11 Actions on Objects	Partially Supports	In some areas, objects provide their roles, and the actions may be programmatically determined. Some objects (e.g., links, menu buttons) do not provide the correct role.
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.

Criteria	Conformance Level	Remarks and Explanations
502.3.14 Event Notification	Partially Supports	Some controls provide change in state information to screen readers. Some controls do not provide 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, the application supports Windows High Contrast settings. In some areas, the application does not support Windows High Contrast settings. The application does not honor the setting for the time that Windows notifications should remain visible before being dismissed. The application does not honor the Windows “Accessibility – Text size” setting.
503.3 Alternative User Interfaces	Not Applicable	The application does not provide an alternative user interface and is not assistive technology.
503.4 User Controls for Captions and Audio Description	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 <u>WCAG 2.x</u> 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.
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.x 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 Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **BeyondTrust Remote Support Representative Console and Privileged Remote Access Console** as of **December 9, 2025** and is only valid for the version and date they were tested.

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