



BeyondTrust Accessibility Conformance Report

VPAT® Version 2.5

BeyondTrust Remote Support: Customer Client

BeyondTrust

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Name of Product/Version

Name of Product: BeyondTrust Remote Support: Customer Client

Version: 24.3.1

Product Description

The BeyondTrust Remote Support Customer Client is the software used to obtain support from a support representative. Users can request support online (via the Support Portal) or using the desktop application (Support Button); a chat window is used for communication with the representative.

Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of the **BeyondTrust Remote Support: Customer Client** as of **December 16, 2024** and is only valid for the version and date it was tested.

Evaluation Methods Used

Assistive technology products used as part of testing included Freedom Scientific JAWS 2025, NVDA 2024.3, Freedom Scientific ZoomText 2024, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on 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><u>1.1.1 Non-text Content</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 | Some images have alternative text. Some graphical buttons do not have names set. |
| <p><u>1.2.1 Audio-only and Video-only (Prerecorded)</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 | There is no audio-only or video-only recordings in the application. |
| <p><u>1.2.2 Captions (Prerecorded)</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 | No time-based media present. |
| <p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</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 | No time-based media present. |
| <p><u>1.3.1 Info and Relationships</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 | Data tables are not used. Some Support Portal pages are missing heading tags. Some form fields (e.g., edit fields, combo boxes) do not have programmatically determined names. |
| <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) | Supports | Correct reading sequences can be programmatically determined. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| <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 | Instructions and content do not rely solely on sensory characteristics of components. |
| <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 on some screens.</p> <p>In the Support Portal, color is the sole means of identifying links that are inline.</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 | No videos or audio recordings launch automatically when a page is loaded. |
| <p><u>2.1.1 Keyboard</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 functions of the application are keyboard operable.</p> <p>In the desktop chat window, the keyboard can be used to send messages; the remaining functionality in the window is not keyboard operable. Moreover, when the user is given control of the representative’s desktop, keyboard usage is not fully supported.</p> |
| <p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Does Not Support | <p>The Support Button desktop chat window contains a keyboard trap on the chat edit field.</p> <p>Keyboard focus gets trapped when the representative is sharing their screen.</p> |
| <p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p> | Not Applicable | Keyboard shortcuts using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters are not used. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| <p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | The prompt response time can be configured by the representative. |
| <p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | The application does not contain automatically scrolling or updating content that cannot be paused or stopped. |
| <p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Flashing or blinking does not occur in the prohibited range. |
| <p><u>2.4.1 Bypass Blocks</u> (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 | The Support Portal does not contain repetitive navigation links, so bypass blocks are not required. The desktop chat window and the Support Button application are non-web software. |
| <p><u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Windows and pages throughout the application contain descriptive titles. |
| <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 | Where there is keyboard operation, the application can be navigated in an order that preserves meaning and operability on some screens. Some non-visible controls remain in the tab order when connecting from the Support Portal. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| <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) | Supports | The purpose of each link can be determined from the link text together with context. |
| <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> | Supports | Pointer functionality is not triggered via down-events. |
| <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 | For user interface components with labels, the accessible name contains the text that is presented visually. Some user interface components have visible labels but are not programmatically labeled. |
| <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) | Supports | The default human language can be programmatically determined on all application pages. |
| <p><u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Gaining focus on components does not initiate a change of context. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| <p><u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Changing the setting of user interface components does not automatically cause a change of context. |
| <p><u>3.2.6 Consistent Help</u> (Level A 2.2 only) Revised Section 508 – Does not apply</p> | Supports | Help occurs in same order relative to pages content. |
| <p><u>3.3.1 Error Identification</u> (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 on forms when fields are empty or improperly formatted. |
| <p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Visual labels or instructions are provided for components. |
| <p><u>3.3.7 Redundant Entry</u> (Level A 2.2 only) Revised Section 508 – Does not apply</p> | Not Applicable | Entry of redundant information is not required. |
| <p><u>4.1.1 Parsing</u> (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 . |
| <p><u>4.1.2 Name, Role, Value</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 application provides name, role, state, and value information to assistive technology for some components. Some components (e.g., combo boxes) do not provide some required information (e.g., role, state, value). |

Table 2: Success Criteria, Level AA

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| <p><u>1.2.4 Captions (Live)</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 | No time-based media present. |
| <p><u>1.2.5 Audio Description (Prerecorded)</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 | No time-based media present. |
| <p><u>1.3.4 Orientation</u> (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. |
| <p><u>1.3.5 Identify Input Purpose</u> (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><u>1.4.3 Contrast (Minimum)</u> (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><u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | In the Support Portal, text can be resized without loss of content or functionality. |
| <p><u>1.4.5 Images of Text</u> (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 | An image of text is used in the Web Chat Window. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <p>1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p> | Supports | <p>The desktop application does not include features to scale content.</p> <p>The Support Portal reflows to the required zoom and screen sizes.</p> |
| <p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p> | Supports | Non-text content meets the required 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> | Supports | <p>The desktop application does not allow text style properties to be set.</p> <p>The Support Portal allows for the required text style properties without loss of content.</p> |
| <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> | Not Applicable | Hover content is not used. |
| <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 | <p>The product is an application, so usage of some functionality depends on following steps and processes.</p> <p>There are multiple ways to request a support session.</p> |
| <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) | Supports | The visual focus is well-defined where there is keyboard operability. |
| <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. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <p>2.5.7 Dragging Movements (Level AA 2.2 only) Revised Section 508 – Does not apply</p> | Not Applicable | Dragging movements are not used. |
| <p>2.5.8 Target Size (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply</p> | Supports | Control targets meet the required CSS pixel size or have enough control spacing. |
| <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) | Supports | The language of pages is set programmatically. |
| <p>3.2.3 Consistent Navigation (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>3.2.4 Consistent Identification (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>3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Required fields notify the user if there is no input. Error messages indicate that fields are improperly formatted or non-numeric. |
| <p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Not Applicable | Application does not cause legal commitments or financial transactions to occur for the user. |
| <p>3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply</p> | Not Applicable | The application does not have an authentication process. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply | Does Not Support | Error messages cannot 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 | Partially Supports | The application is partially keyboard operable. Some components (e.g., edit fields, combo boxes) do not provide name, role, state, and value information to assistive technology. When the user is controlling the representative’s screen, none of the accessibility information for user interface elements in the representative’s screen is available locally. |
| 302.2 With Limited Vision | Partially Supports | The application is partially keyboard operable. The application provides name, role, state and value information to assistive technology for some components. The application can be used by users with low visual acuity when combined with screen magnification assistive technology. The application does not meet the required contrast ratios in some areas and some areas do not support Windows High Contrast Settings. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 302.3 Without Perception of Color | Partially Supports | Color is not used as the sole means of conveying information on some screens. In the Support Portal, color is the sole means of identifying links that are inline. |
| 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 | 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. |
| 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 | The application provides name, role, state, and value information to assistive technology for some components. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| | | <p>Some components (e.g., edit fields, combo boxes) do not provide some required information (e.g., role, state, value).</p> <p>When the user is controlling the representative's screen, none of the accessibility information for user interface elements in the representative's screen is available locally.</p> |
| 502.3.2 Modification of Object Information | Supports | The application can be operated by assistive technology. Controls expose state information to assistive technology. |
| 502.3.3 Row, Column, and Headers | Not Applicable | The application does not contain data tables. |
| 502.3.4 Values | Supports | Assistive technology can operate the user interface to determine values. |
| 502.3.5 Modification of Values | Supports | Assistive technology can operate the user interface to modify values. |
| 502.3.6 Label Relationships | Partially Supports | <p>The application provides label information to assistive technology for some components.</p> <p>The application does not provide label information for some components (e.g., edit fields, combo boxes).</p> |
| 502.3.7 Hierarchical Relationships | Supports | Parent-child relationships can be determined programmatically. |
| 502.3.8 Text | Partially Supports | Assistive technology can operate the user interface to read text in some areas. Some popup dialog text is not programmatically available. |
| 502.3.9 Modification of Text | Supports | Assistive technology can operate the user interface to modify text. |
| 502.3.10 List of Actions | Supports | Objects provide their roles, and the actions may be programmatically determined. |
| 502.3.11 Actions on Objects | Supports | Objects provide their roles, and the actions may be programmatically determined. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|--|
| 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. |
| 502.3.14 Event Notification | Supports | Controls provide change in 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, Windows High Contrast settings are supported. In some areas, Windows High Contrast settings are not supported. |
| 503.3 Alternative User Interfaces | Not Applicable | The application does not provide an alternative user interface and is not assistive technology. |
| <i>503.4 User Controls for Captions and Audio Description</i> | 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 WCAG 2.0 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 2.0 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: Customer Client** as of **December 16, 2024** and is only valid for the version and date it was tested.

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