

Accessibility Conformance Report

Website/Product name: SqlDBM

Report Date: July 2, 2023

Company: SqlDBM

Contact Information: support@sqldb.com

Evaluation Methods Used:

During the testing process of this website, the team made use of multiple evaluation methods, including both automated (WAVE, TPGi Color Contrast Analyzer, axe, HTML Validator) and manual testing in Chrome and Firefox on Windows 11. A major part of the process included the use of assistive technology (JAWS and NVDA) to assess conformance with WCAG 2.0/2.1 criteria.

This report was provided by accessiBe Ltd.

Description:

The testing process was carried out in compliance with the WCAG 2.1 AA guidelines. The product was found to be overall partially supportive.

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, Level AA
Web Content Accessibility Guidelines 2.1	Level A, Level AA
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017.	Yes

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 2.1 Report

Revised Section 508: Chapter 5 – 501.1 Scope and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
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<p>1.1.1 Non-text Content 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>Alternative text is either ambiguous or omitted for meaningful images. Decorative images and icons are not hidden from assistive technologies.</p> <p>Examples:</p> <ol style="list-style-type: none"> 1. App > General > Products Menu > Decorative graphics next to each product option and checkmarks next to options with 'Applied' are not hidden from assistive technologies. 2. App > General > Instructional Onboarding Modals > Images and video-only content do not have a meaningful text alternative that describes the elements in the content. 3. App and Support > The image in the SqlDBM menu button does not have a text alternative. 4. App > General > Icons inside of interactive elements do not have text alternatives and if they are decorative, they are not hidden from assistive technologies. 5. Support > Settings >
<p>1.2.1 Audio-only and Video-only (Prerecorded) 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>An alternative format is not provided for video-only animations in both the application and the support site.</p>

<p>1.2.2 Captions (Prerecorded) Also applies to: Revised Section 508</p> <ul style="list-style-type: none">● 501 (Web)(Software)● 602.3 (Support Docs)	<p>Not Applicable</p>	<p>There is no media with audio content.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) Also applies to: Revised Section 508</p> <ul style="list-style-type: none">● 501 (Web)(Software)● 602.3 (Support Docs)	<p>Not Applicable</p>	<p>There is no synchronized media content.</p>

<p>1.3.1 Info and Relationships 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>Many components are properly tagged using semantic HTML markup, enabling screen reader users to understand the structure and relationships within the content, however there are exceptions.</p> <p>Examples:</p> <ol style="list-style-type: none"> 1. App > General > Duplicate landmarks (ie. <header>) do not have unique labels. 2. App > General > Input fields are not contained in form elements. 3. App > General > Lists of interactive elements are often not semantically marked up. 4. App > General > Input and select elements throughout the site often do not have programmatically determinable labels. 5. App > Database Documentation > Tables are not marked up in a way that conveys relationships between its cells and headers. 6. Support > Article > Table headers are incorrectly marked up. 7. App > General > Pages do not have level 1 headings.
<p>1.3.2 Meaningful Sequence Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>The correct reading sequence of elements can be programmatically determined.</p>

<p>1.3.3 Sensory Characteristics 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>Instructions do not rely solely on sensory characteristics in most cases.</p> <p>Exceptions include:</p> <ol style="list-style-type: none"> 1. Support > Article > Instructions for performing actions in the application rely solely on visual cues.
<p>1.4.1 Use of Color 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>Color is not used as the only visual means of conveying information, in most cases</p> <p>Exceptions include:</p> <ol style="list-style-type: none"> 1) App > Diagrams > Diagram Properties > Color options in control labeled 'By object color' does not provide an alternative way to distinguish each color. 2) App > Compare Revisions > Active content is highlighted blue, without other visual
<p>1.4.2 Audio Control Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>There is no audio content that plays automatically.</p>

<p>2.1.1 Keyboard</p> <p>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>All interactive components in the support pages can be operated using only a keyboard. In the application, many interactive components on most of the pages can be operated using only a keyboard. In some cases, content is restricted to pointer-specific functionality, such as access to certain options that can only be displayed via right-click.</p> <p>Examples include:</p> <ol style="list-style-type: none"> 1. App > General > Interactive content within canvas elements can only be operated using pointer-specific devices. 2. App > General > Instructional onboarding modals are not marked up with proper roles and attributes for modal dialog containers. 3. App > Diagrams > Tabs cannot be operated with a keyboard. 4. App > General > With the exception of input controls, interactive elements inside of the left and right sidebar panes cannot be operated with a keyboard because they are hidden. 5. Support > Topic > Options in the toolbar of the Reply field are not operable with a keyboard.
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<p>2.1.2 No Keyboard Trap Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>There are no keyboard traps.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only) Does not apply to: Revised Section 508</p>	<p>Partially Supports</p>	<p>Character key shortcuts are implemented for editable content inside of canvas elements, with the exception of INSERT and DELETE keys, no single key shortcuts are required.</p>
<p>2.2.1 Timing Adjustable Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>There are no time limits.</p>
<p>2.2.2 Pause, Stop, Hide 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>A mechanism is not provided to pause, stop, or hide looping animations within instructional onboarding modals and in the support pages.</p>
<p>2.3.1 Three Flashes or Below Threshold Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>There is no flashing or blinking content.</p>
<p>2.4.1 Bypass Blocks 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>There is no mechanism to bypass repeated blocks of content.</p>
<p>2.4.2 Page Titled 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>Each page in the support site has a unique and descriptive title, however this is not the case for any of the unique views in the application.</p>

<p>2.4.3 Focus Order 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>Focusable components receive focus in an order that preserves meaning and operability in most cases.</p> <p>Exceptions include:</p> <ol style="list-style-type: none"> 1. App > General > Instructional Onboarding Modals > Focus does not automatically move to the first interactive component inside triggered modal dialogue containers and it is not trapped.
<p>2.4.4 Link Purpose (In Context) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>The purpose of each link can be determined from the link text alone, or together with its programmatically determined context.</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 only) Does not apply to: Revised Section 508</p>	<p>Not Applicable</p>	<p>There is no functionality that uses multipoint or path-based gestures.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only) Does not apply to: Revised Section 508</p>	<p>Supports</p>	<p>The application has functionality that requires single-pointer interaction, however the down-event of the pointer is not used to execute any part of the function and performed actions can be undone.</p>

<p>2.5.3 Label in Name (Level A 2.1 only) Does not apply to: Revised Section 508</p>	<p>Partially Supports</p>	<p>Interactive components with labels that include text have names which contain the text presented visually in most cases. Exceptions include:</p> <ol style="list-style-type: none"> 1. App > Database Documentation > The Accessible Name of each input in the Schemas table does not match each respective visible label.
<p>2.5.4 Motion Actuation (Level A 2.1 only) Does not apply to: Revised Section 508</p>	<p>Not Applicable</p>	<p>No functionality is operated by device motion or user motion.</p>
<p>3.1.1 Language of Page Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>The html element on every page/view has a default lang attribute value of 'en'.</p>
<p>3.2.1 On Focus Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>A change of context is not initiated when any of the components receive focus.</p>
<p>3.2.2 On Input Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>A change of context is not initiated when any of the components receive input.</p>
<p>3.3.1 Error Identification Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Input errors are identified and described in text.</p>

<p>3.3.2 Labels or Instructions 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>Labels and instructions are provided where user input is requested in most cases. Exceptions include:</p> <ol style="list-style-type: none"> 1. App > The project name and info input fields in the top left of the screen do not have visible labels. 2. App > Diagram Tabs > The subject area <select> does not have a visible label.
<p>4.1.1 Parsing Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>There are no duplicate IDs. Tags are properly opened and closed, and elements are nested legally.</p>
<p>4.1.2 Name, Role, Value 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 user interface controls have accessible names, roles and values that can be programmatically determined. In many cases, the role, the name, and/or the expanded/collapsed state of buttons is not provided. Examples include:</p> <ol style="list-style-type: none"> 1. App > The expanded/collapsed state of application menus and submenus within toolbars is not available to assistive technologies. 2. App > Tab components do not have roles or names. 3. App > Interactive elements with a graphic as their only content either have invalid names or no names provided at all.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) 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 media with live audio content.
<p>1.2.5 Audio Description (Prerecorded) 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 synchronized media content.
<p>1.3.4 Orientation (Level AA 2.1 only) Does not apply to: Revised Section 508</p>	Supports	The page appears and functions correctly in either orientation.
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only) Does not apply to: Revised Section 508</p>	Does Not Support	Input controls in the support settings page serve a purpose identified in the Input Purposes for User Interface Components , however no "autocomplete" attribute is used to make each input purpose programmatically determinable.

<p>1.4.3 Contrast (Minimum) 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>Most screens in the application have multiple elements with insufficient contrast between text and background.</p> <p>Exceptions include:</p> <ol style="list-style-type: none"> 1) App > Labels next to input fields 2) App > Buttons with white text on blue background 3) App > Notices/alerts that are displayed 4) App > Options that are not active in certain views of the side panels 5) Support > Buttons and links that have either blue on white or white on blue color
<p>1.4.4 Resize text 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>Text can be resized up to 200% without loss of content or functionality in most cases.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. App > General > Lengthier text in the left side panel is cut off. 2. App > General > The Project Name is cut off and the Revision Name is not visible. 3. Support > General > Text in
<p>1.4.5 Images of Text Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Other than the company logo, there are no images of text.</p>

<p>1.4.10 Reflow (Level AA 2.1 only) Does not apply to: Revised Section 508</p>	<p>Partially Supports</p>	<p>While the support site is fully responsive, the application is not responsive and requires two-dimensional scrolling when viewed at 400% zoom or at a viewport width of 320px and a viewport height of 256px.</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 only) Does not apply to: Revised Section 508</p>	<p>Partially Supports</p>	<p>In some cases, non-text components do not have sufficient contrast between foreground and background. Examples include: 1) App > 'X' buttons that close active modals 2) App and Support > Borders of input fields 3) App > Line numbers in the SQL script editor</p>
<p>1.4.12 Text Spacing (Level AA 2.1 only) Does not apply to: Revised Section 508</p>	<p>Supports</p>	<p>No loss of content or functionality occurs at increased line height, paragraph spacing, letter spacing, or word spacing.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only) Does not apply to: Revised Section 508</p>	<p>Not Applicable</p>	<p>There is no additional content that appears on hover or focus.</p>
<p>2.4.5 Multiple Ways 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>The support site offers links to other subjects and articles on each page, and provides breadcrumbs to return to previous pages. In the application, other pages on the site can only be accessed via navigation links in top-level menus.</p>
<p>2.4.6 Headings and Labels Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Labels clearly describe topic or purpose for input fields.</p>

<p>2.4.7 Focus Visible 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>With the exception of ‘Search’ fields, the focus indicator is not visible in most cases within the application. The focus indicator is visible for most interactive components in the support site, with the exception of buttons with dropdowns.</p>
<p>3.1.2 Language of Parts Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>The entire application is in the same language.</p>
<p>3.2.3 Consistent Navigation Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Navigation components appear on each page, with elements in the same order.</p>
<p>3.2.4 Consistent Identification Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Repeated components are presented in the same relative order each time they appear.</p>
<p>3.3.3 Error Suggestion Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Input errors are identified and described in text.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>No data of a legal or financial nature is requested.</p>
<p>4.1.3 Status Messages (Level AA 2.1 only) Does not apply to: Revised Section 508</p>	<p>Supports</p>	<p>Status messages on the site can be programmatically determined through role or properties.</p>

Section 508 Report

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Users without vision can perceive and use some of the components and available features, however challenges may be experienced in relation to certain criteria, as described in Table 1: 1.1.1, 1.2.1, 1.3.1, 1.3.3, 1.4.1, 2.1.1, 2.2.2, 2.4.1, 2.4.2, 2.4.3, and 4.1.2, and Table 2: 2.4.5.
302.2 With Limited Vision	Partially Supports	Users with low vision can perceive some of the components and available features without undue strain, however challenges may be experienced in relation to certain criteria, as described in Table 1: 1.1.1, 1.2.1, 1.3.1, 1.3.3, 1.4.1, 2.1.1, 2.2.2, 2.4.1, 2.4.2, 2.4.3, 3.3.2, and 4.1.2, and Table 2:
302.3 Without Perception of Color	Partially Supports	Users with limited or no perception of color will have issues with identifying and/or differentiating many components in the website, as described in Table 1: 1.4.1, and Table 2: 1.4.3.
302.4 Without Hearing	Not Applicable	There is no synchronized media or audio content.
302.5 With Limited Hearing	Not Applicable	There is no synchronized media or audio content.
302.6 Without Speech	Not Applicable	

302.7 With Limited Manipulation	Partially Supports	Users with limited manipulation can operate some of the components and available features, however challenges may be experienced in relation to the following criteria, as described in Table 1: 2.1.1, 2.4.1, 2.4.2, 2.4.3, and 4.1.2, and Table 2: 2.4.5 and 2.4.7.
302.8 With Limited Reach and Strength	Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Users with limited language, cognitive, and learning disabilities can understand and operate some of the components and available features without issue, however challenges may be experienced in relation to the following criteria, as described in Table 1: 1.1.1, 1.2.1, 1.3.1, 1.3.3, 1.4.1, 2.1.1, 2.2.2, 2.4.1, 2.4.2, 2.4.3, 3.3.2, and 4.1.2, and Table 2: 2.4.5 and 2.4.7.

Chapter 4: [Hardware](#)

Notes: This is a web-only application that is subject to the requirements of WCAG 2.0, Levels A and AA, as specified in Tables 1 and 2.

Chapter 5: [Software](#)

Notes: This is a web-only application that is subject to the requirements of WCAG 2.0, Levels A and AA, as specified in Tables 1 and 2.

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required

<u>602 Support Documentation</u>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
602.2 Accessibility and Compatibility Features	Does Not Support	There is no section dedicated to information on accessibility and features related to compatibility with assistive technologies.
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All support documentation is available online.
<u>603 Support Services</u>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
603.2 Information on Accessibility and Compatibility Features	Does Not Support	There is no section dedicated to information on accessibility and features related to compatibility with assistive technologies.
603.3 Accommodation of Communication Needs	Partially Supports	Communication options for support services are limited to a support forum and knowledge base, as well as the ability to send a private message to the support team.