



Accessibility Conformance Report

(Based on VPAT® Version 2.4)

OneLogin Protect

Android v.4.8.3, iOS v.4.6.0

Contact Information:

Please contact <http://support.quest.com> with any questions about the accessibility of this product, or to notify us if an accessibility gap is limiting or would preclude your use of a product. This information will be communicated to the product's R&D team and will raise visibility of the issue.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline

[Web Content Accessibility Guidelines 2.0](#)

[Web Content Accessibility Guidelines 2.1](#)

Included In Report

Level A, Level AA

Level A, Level AA

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.

Report Date: March 30, 2023

Success Criteria, Level A

Criteria, Level A	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except in some limited situations (see link).</p>	Supports	Icons are identified by text alternatives.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> Except when the audio or video is a media alternative for text and is clearly labeled as such, for prerecorded audio-only media an alternative for time-based media is provided that presents equivalent information. For prerecorded video-only media, either an alternative for time-based media or an audio track is provided that presents equivalent information.</p>	Not Applicable	The app does not contain prerecorded audio or video.
<p><u>1.2.2 Captions (Prerecorded)</u> Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Not Applicable	The app does not contain prerecorded audio or video.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Not Applicable	The app does not contain prerecorded audio or video.
<p><u>1.3.1 Info and Relationships</u> Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Partially Supports	
<p><u>1.3.2 Meaningful Sequence</u> When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Not Applicable	

Criteria, Level A	Conformance Level	Remarks and Explanations
<p><u>1.3.3 Sensory Characteristics</u> Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.</p>	Supports	Functionality of the app does not rely on shape, size, visual location, orientation, or sound.
<p><u>1.4.1 Use of Color</u> Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Supports	No information is conveyed by color alone.
<p><u>1.4.2 Audio Control</u> If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	Not Applicable	The app does not play prerecorded audio on a web page.
<p><u>2.1.1 Keyboard</u> All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>	Partially Supports	For iOS, external keyboard is mostly support; for Android, external keyboard is minimally supported.
<p><u>2.1.2 No Keyboard Trap</u> If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>	Partially Supports	Where keyboard navigation is supported there are no known keyboard traps.
<p><u>2.1.4 Character Key Shortcuts</u> If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then either the keyboard shortcut is only active when that component has focus or a mechanism is available to turn the shortcut off or to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc).</p>	Not Applicable	No keyboard shortcuts implemented via content in the native apps.

Criteria, Level A	Conformance Level	Remarks and Explanations
<p><u>2.2.1 Timing Adjustable</u></p> <p>For each time limit that is set by the content, the user is able to turn off, adjust, or extend the time limit, except with some specific exceptions (see link).</p>	Does Not Support	The expiration of time-based one-time passcodes is not adjustable by the user.
<p><u>2.2.2 Pause, Stop, Hide</u></p> <p>For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content and for any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless it is part of an activity where it is essential (see link).</p>	Not Applicable	The app does not contain moving, blinking, or scrolling information.
<p><u>2.3.1 Three Flashes or Below Threshold</u></p> <p>Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p>	Not Applicable	The app does not display web pages that flash.
<p><u>2.4.1 Bypass Blocks</u></p> <p>A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p>	Not Applicable	The app does not display web pages that block.
<p><u>2.4.2 Page Titled</u></p> <p>Web pages have titles that describe topic or purpose.</p>	Supports	The app displays Terms of Use and Privacy Policy on tabs that are announced by a screen reader.
<p><u>2.4.3 Focus Order</u></p> <p>If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	Supports	The app displays Terms of Use and Privacy policy that contain parts that can be accessed in sequence.
<p><u>2.4.4 Link Purpose (In Context)</u></p> <p>The purpose of each link can be determined from the link text alone or from the link text</p>	Supports	The purpose of the links displayed on the Terms of Use

Criteria, Level A	Conformance Level	Remarks and Explanations
together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.		and Privacy pages can be determined from the text.
<p>2.5.1 Pointer Gestures (2.1 only) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p>	Supports	The app does not require navigation by multipoint of path-based gestures.
<p>2.5.2 Pointer Cancellation (2.1 only) For functionality that can be operated using a single pointer, at least one of the following is true: the down-event of the pointer is not used to execute any part of the function; completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; the up-event reverses any outcome of the preceding down-event; or completing the function on the down-event is essential (see link).</p>	Supports	No actions in the app execute on finger-down so moving off the target will cancel the function.
<p>2.5.3 Label in Name (2.1 only) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>	Supports	User interface elements have both visible and accessible labels. Icons have labels indicating purpose.
<p>2.5.4 Motion Actuation (2.1 only) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when the motion is used to operate functionality through an accessibility supported interface or the motion is essential for the function and doing so would invalidate the activity (see link).</p>	Not Applicable	The app does not have any motion operations.
<p>3.1.1 Language of Page The default human language of each Web page can be programmatically determined.</p>	Does Not Support	The app is not configurable for languages other than English.
<p>3.2.1 On Focus When any component receives focus, it does not initiate a change of context.</p>	Supports	The context does not change with change in focus.

Criteria, Level A	Conformance Level	Remarks and Explanations
<p><u>3.2.2 On Input</u> Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.</p>	Supports	TODO: Check QR scan and code input.
<p><u>3.3.1 Error Identification</u> If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>	Partially Supports	TODO: check invalid code input.
<p><u>3.3.2 Labels or Instructions</u> Labels or instructions are provided when content requires user input.</p>	Partially Supports	TODO: check code input
<p><u>4.1.1 Parsing</u> In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p>	Supports	The Terms of Use and Privacy Policy pages follow standard markup practices.
<p><u>4.1.2 Name, Role, Value</u> For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.</p>	Partially Supports	Visual interface components have corresponding audio announcements for screen readers.

Success Criteria, Level AA

Criteria, Level AA	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> Captions are provided for all live audio content in synchronized media.</p>	Not Applicable	The app does not include live audio content.

Criteria, Level AA	Conformance Level	Remarks and Explanations
<p><u>1.2.5 Audio Description (Prerecorded)</u> Audio description is provided for all prerecorded video content in synchronized media.</p>	Not Applicable	The app does not include prerecorded video.
<p><u>1.3.4 Orientation (2.1 only)</u> Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p>	Does Not Support	The app supports portrait mode only.
<p><u>1.3.5 Identify Input Purpose (2.1 only)</u> The purpose of each input field collecting information about the user can be programmatically determined when the input field serves a purpose identified in the Input Purposes for User Interface Components section; and the content is implemented using technologies with support for identifying the expected meaning for form input data.</p>	Supports	Input fields can be determined programmatically.
<p><u>1.4.3 Contrast (Minimum)</u> The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except in some limited situations (see link).</p>	Supports	The contrast ratio is sufficient.
<p><u>1.4.4 Resize text</u> Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	Supports	Functionality is not lost when font size is changed via the operating system settings.
<p><u>1.4.5 Images of Text</u> If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except when the image of text can be visually customized to the user's requirements or a particular presentation of text is essential to the information being conveyed.</p>	Supports	Images of text are not used in the app.
<p><u>1.4.10 Reflow (2.1 only)</u> Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for vertical scrolling content at a width equivalent to 320px or Horizontal scrolling content at a height equivalent to 256px. Except for parts of the content which require two-dimensional layout for usage or meaning.</p>	Supports	App size is determined via standard operating system controls.


Criteria, Level AA	Conformance Level	Remarks and Explanations
<p>1.4.11 Non-text Contrast (2.1 only) The visual presentation of user interface components and graphical objects has a contrast ratio of at least 3:1 against adjacent colors (see link).</p>	Supports	Contrast of user interface elements have a contrast of 3:1 or more.
<p>1.4.12 Text Spacing (2.1 only) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. 	Not Applicable	Text spacing is not applicable to mobile apps.
<p>1.4.13 Content on Hover or Focus (2.1 only) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible/hidden, a mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus; if pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; and the additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid (see link).</p>	Supports	No additional content is triggered with focus on elements in the user interface.
<p>2.4.5 Multiple Ways More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.</p>	Supports	The Terms of Use and Privacy Policy web pages can be navigated via tab headings and search within the page.
<p>2.4.6 Headings and Labels Headings and labels describe topic or purpose.</p>	Supports	The Terms of Use and Privacy Policy web pages have headings and labels that describe the topics.
<p>2.4.7 Focus Visible Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	[Blank]	TODO: Check use of external keyboard.

Criteria, Level AA	Conformance Level	Remarks and Explanations
<p><u>3.1.2 Language of Parts</u> The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	Does Not Support	The app does not support languages other than English.
<p><u>3.2.3 Consistent Navigation</u> Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.</p>	Supports	Navigation is consistent across views.
<p><u>3.2.4 Consistent Identification</u> Components that have the same functionality within a set of Web pages are identified consistently.</p>	Supports	App components are consistent across views.
<p><u>3.3.3 Error Suggestion</u> If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Not Applicable	No input suggestions are given in the app due to security concerns.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, either submissions are reversible; data entered by the user is checked for input errors and the user is provided an opportunity to correct them; or a mechanism is available for reviewing, confirming, and correcting information before finalizing the submission (see link).</p>	Not Applicable	No legal or financial changes are made by the app.
<p><u>4.1.3 Status Messages (2.1 only)</u> In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.</p>	Partially Supports	Changes to content or status in the app are available to screen readers, but accessibility features of push notifications may not be fully supported the the operating system.

Evaluation Methods Used:

Self assessment

© 2021 Quest Software Inc.
ALL RIGHTS RESERVED.

Quest, Quest Software, the Quest logo,  and One Identity are trademarks and registered trademarks of Quest Software Inc. and its affiliates. All other trademarks are property of their respective owners.