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The Information Company

Accessibility Report

www.opentext.com

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Executive Summary

OpenText is required to comply with the _Accessibility for Ontarians with Disabilities Act, 2005 (AODA)_ as a private organization with 50+ employees based in Ontario. These regulations require "new and significantly refreshed public websites" meet WCAG 2.0 guidelines (Government of Ontario, Canada, 2019).

> **Beginning January 1, 2014**: new public websites, significantly refreshed websites and any web content posted after January 1, 2012 must meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A
>
> **Beginning January 1, 2021**: all public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA

Accessibility is a way of thinking: it's habit and process, not a finish line. Good accessibility is intentional, starts with design and is everyone's responsibility. Much in the way we had to change our thinking and design approaches to achieve responsive layouts, we must now do the same with accessibility.

This report discusses some of the accessiblity issues with the current state of **www.opentext.com**. While there is improvement from the last review in 2015, the site is still not conforming to basic Level A requirements. This report goes further and assesses the site for WCAG 2.0 Level AA.

Common problems include:

- Content inaccessible to users with keyboards

- Content inaccessible to screen readers

- Poor color contrast between text and background

- Lack of text alternatives for images, icons, controls and video (captions/transcriptions)

- Generic link text and empty links

- Lack of ARIA (Accessible Rich Internet Applications) support for custom widgets that depend on JavaScript to function such as video players, faceted navigation and carousels

As Marketing enters another redesign project, the design and development plan must reference and implement these standards to be compliant with Canadian law. The following report outlines the heuristics used to assess each page and identifies specific issues.

Methodology

The report references the Web Content Accessibility Guidelines **(WCAG) 2.0 Level AA**.

WCAG 2.0 covers "… *a wide range of recommendations for making Web content more accessible. Following these guidelines will make content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these. Following these guidelines will also often make your Web content more usable to users in general."* (World Wide Web Consortium, 2008)

Scope

The scope of this review is limited to pages within the global English version of OpenText's corporate website, located at https://www.opentext.com/. The *opentext.com* domain hosts dozens of sub-sites and webpages not considered part of the corporate site.

Examples:

- The "Campaigns" site, e.g. any pages located within https://www.opentext.com/campaigns

- Any *.opentext.com subdomains, e.g. https://mysupport.opentext.com and https://login.opentext.com/

The webpages assessed in this report were selected using Google Analytics reports for www.opentext.com, January 1 through March 31, 2019 (Google Analytics, 2019). During this time period, there were **2,419,774 total pageviews**.

Seven pages comprise this accessibility review, beginning with the three pages visited most by users, based on total pageviews:

Page Name	URL	Pageviews	%	Template
Home Page	https://www.opentext.com/	297,284	12.29%	New Home blank
IDC MarketScape	https://www.opentext.com/products-and-solutions/products/business-network/idc-marketscape/	87,407	3.61%	New Product
Support	https://www.opentext.com/support/	65,873	2.72%	New Blank

Any review should include a representative sample of pages from across the website that reflect the variety of templates and content used. As such, the review also includes the following four pages that differ in layout and content:

Page Name	URL	Pageviews	%	Template
ECM in the Cloud	https://www.opentext.com/products-and-solutions/products/enterprise-content-management/ecm-in-the-cloud	1,120	0.05%	Product Category
OpenText Content Suite Platform	https://www.opentext.com/products-and-solutions/products/enterprise-content-management/content-management/opentext-content-suite-platform	5,396	0.22%	Product Detail 3 Column
OpenText Release 16	https://www.opentext.com/products-and-solutions/opentext-release-16	5,586	0.23%	New Product
Customer Success Stories	https://www.opentext.com/customer-stories	6,823	0.28%	Customer Landing

Support baseline

The review was conducted on a laptop running Windows 10 using these web browsers:

- Chrome (version 73)
- Firefox (version 65)
- Internet Explorer 11

Additional operating system and browser combinations were not tested, including robust testing with mobile devices.

Responsive design and other mobile considerations were tested by adjusting the desktop browser viewport.

Input devices were an integrated touch QWERTY keyboard and a wireless, five-button mouse.

Automated testing

The following tools were used for intial **automated** accessibility testing for issues like document outline, color contrast and text alternatives:

- Lighthouse accessibility audit – Chrome developer tools
- Axe developer tools – Firefox addon
- Accessibility Insights for Web – Chrome extension
- WAVE (web accessibility evaluation tool)

Automated testing tools can uncover **only about 30% of potential issues**. Each tested page includes:

- The page's accessibility score as rated by Lighthouse
- The number of accessibility problems found with Axe

While automated tests can determine if particular elements are present, e.g. whether images have alt text, tools cannot always determine if the implementation satisfies the WCAG requirement.

Example: A photo of a dog with `alt="photo"`

The alt text fails to describe the content of the image so it does not meet the success criterion for a text alternative, even though an alt attribute is present.

All automated testing is followed up with manual testing.

Assistive technologies (AT)

Each page was evaluated through manual testing with the following AT:

- NVDA screen reader
- Windows high contrast mode (windows Key+U) and IE
- Zoom text 200%

Heuristics

WCAG is organized by four principles and 13 guidelines for each conformance level (A, AA and AAA). The AODA requires conformance to **36 success criteria**:

Principle	Guidelines	Success Criteria
Perceivable	Information and user interface components must be presentable to users in ways they can perceive. 1.1. **Text alternatives**: Provide text alternatives for non-text content. 1.2 **Time-based media**: Provide captions and other alternatives for multimedia. 1.3 **Adaptable**: Create content that can be presented in different ways, including by assistive technologies, without losing meaning. 1.4 **Distinguishable:** Make it easier for users to see and hear content.	**Level A – 9** **Level AA – 3** (Criteria for live captions and pre-recorded audio descriptions are excluded by the AODA.)
Operable	User interface components and navigation must be operable. 2.1 **Keyboard accessible**: Make all functionality available from a keyboard. 2.2 **Enough time**: Give users enough time to read and use content. 2.3 **Seizures and physical reactions**: Do not use content that causes seizures or physical reactions. 2.4 **Navigable**: Help users navigate and find content.	**Level A – 9** **Level AA – 3**
Understandable	Information and the operation of user interface must be understandable. 3.1 **Readable**: Make text readable and understandable. 3.2 **Predictable**: Make content appear and operate in predictable ways. 3.3 **Input assistance**: Help users avoid and correct mistakes.	**Level A – 5** **Level AA – 5**

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Principle	Guidelines	Success Criteria
Robust	Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies. **4.1 Compatible**: Maximize compatibility with current and future user tools.	**Level A – 2**

Reference How to Meet WCAG 2 for explanations of the guidelines and success criteria.

Not all guidelines are applicable to every page, e.g. if a page does not include video, then it does not need to be tested for captioning.

Considerations

1) This review process did not include people with disabilities evaluating the web pages. Future audits should include representative users utilizing a variety of assistive technologies.

2) The site employs responsive design which means "…changes to the content, functionality, appearance, and behavior are not considered to be independent website versions but rather web page states that need to be included in the evaluation scope." (WCAG 2.0 Evaluation Methodology Task Force, 2014).

   Future audits should be evaluated using mobile devices with iOS/VoiceOver and Android /TalkBack screen readers.

3) WCAG 2.0 *conformance* claims cannot be made for entire websites based on the evaluation of a select set of web pages and functionality. **Conformance** is *"[s]atisfying all the requirements of a given standard, guideline or specification"* (WCAG 2.0 Evaluation Methodology Task Force, 2014)**.**

4) This assessment is not an exhaustive list of any government-required accommodations, such as Section 508 of the United States Rehabilitation Act of 1973 and the AODA.

Findings

The results of each page test are **cumulative**. If an issue is something that affects all pages, e.g. the default link color has poor color contrast with the page background, every instance is not documented as this is a sitewide issue that does not bear repeating at the page level.

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Sitewide concerns

These are severe issues that have the potential to affect every page on the site through CSS styling rules, reuse of custom widgets with poor accessibility and inclusion of non-HTML content.

Focus indicator

Any keyboard operable user interface must have a mode of operation where the keyboard focus indicator is visible.

There are several areas where keyboard focus is very hard to see or is missing altogether. An example is the home page carousel slides, which have no visible focus indicator.

A general rule of thumb is to ensure that `:hover` rules also apply to `:focus`. Whatever happens when a user hovers over an element should likely occur when it has focus too.

Link purpose (in context)

The purpose of each link must be able to be determined from the link text alone or from the link text together with its programmatically determined link context. (See: Links must have discernable text)

All controls must have text that can be accessed by a screen reader. This often affects elements used for controls and links that use CSS background images or pseudo selectors to inject content which is not read by screen readers. The control below from the home page customer stories area has no label:

```
<button type="button" role="presentation" class="owl-next"></button>
```

Link text should accurately describe the link target. Using generic labels like "learn more" and "click here" does not provide context to screen reader users who are tabbing through the focusable page elements.

```
<a class="cover__overlay-link" href="https://www.opentext.com/products-and-solutions/products/enterprise-content-management?elqcampaignid=35202">Learn more</a>
```

Text color contrast

Most text must have a contrast ratio of at least **4.5:1**. Large text can have a contrast of 3:1. Color contrast can be checked from the developer tools console in Chrome and a new color choice can be tested directly. (See: Text elements must have sufficient color contrast against the background)

The below example shows the light blue default link color which has a contrast ratio of just **2.22** on a white page background.

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Other areas with color contrast issues:

- Breadcrumb current item
- Subheading `<h2>`
- Footer links
- Copyright text

Forms

Forms on WWW contain several issues for screen reader accessibility, particularly with required fields and form validation.

1) The form fields should use the `aria-required` attribute (or the HTML5 `required` attribute) to mark them up semantically for screen readers as the asterisk is a visual indicator of required fields.

```
<input aria-required="true" required id="field0" class="field-size-top-
large LV_invalid_field" type="text" value="" name="emailAddress">
```
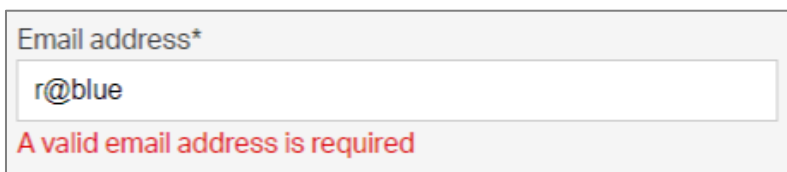
Using this technique, the screen reader will announce: *email address star, **edit required***

See the Forms Concepts > Validating Input tutorial.

2) Nothing is communicated to the screen reader when the user submits the form with errors. Focus remains on the submit button. While there are *visible* error messages, a screen reader user is left in silence.

See the Forms Concepts > User Notifications tutorial.

3) The form field validation is insufficient for screen reader users because the error text is not available to the screen reader while it is in forms mode.
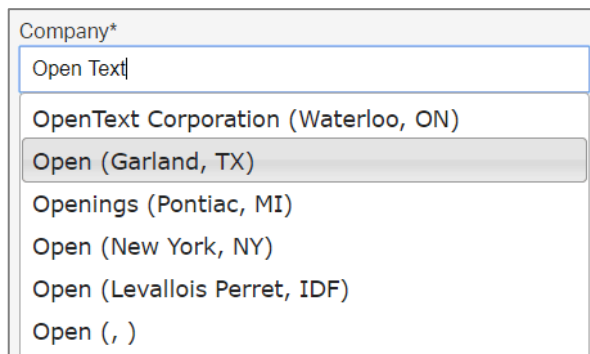
Associate help text with a form field using the `aria-describedby` attribute.

```
<input aria-describedby="emailInvalid" id="field0" class="field-size-
top-large LV_invalid_field" type="text" value="" name="emailAddress">
```

```
<span id="emailInvalid" class=" LV_validation_message LV_invalid">A
valid email address is required</span>
```

4) The 'Company' field has **predictive text** but that is not communicated clearly to screen reader users, nor do the list of options get announced by the screen reader as the user switches options with the arrow keys. (See: ARIA combobox with listbox popup examples)

Video and audio content

All time-based media content must provide text alternatives. Currently**, no video or audio content hosted by OpenText provides captions, audio descriptions or transcriptions**. The only exceptions to this in the AODA are

- Captioning audio for live presentations (success criterion 1.2.4)

- Audio descriptions required (success criterion 1.2.5)

Audio description or media alternative (prerecorded)

Success criterion 1.2.3: An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media (Level A)

The intent is to provide people who are blind or visually impaired access to the visual information in a synchronized media presentation. There are two apporaches:

1) **Audio description** augments the audio portion of the presentation with the information needed when the video portion is not available. During existing pauses in dialogue, audio description provides information about actions, characters, scene changes, and on-screen text that are important and are not described or spoken in the main sound track. (See audio description examples.)

2) **Full text descriptions** are provided of all visual information, including visual context, actions and expressions of actors, and any other visual material. In addition, non-speech sounds (laughter, off-screen voices, etc.) are described, and transcripts of all dialog are included. The sequence of description and dialog transcripts are the same as the sequence in the synchronized media itself, providing a much more complete representation of the synchronized media content than audio description alone.

Captions (prerecorded)

Success criterion 1.2.2: Captions are provided for all prerecorded audio content in synchronized media (Level A)

The intent is to enable people who are deaf or hard of hearing to watch synchronized media presentations.

Captions provide the part of the content available via the audio track and include not only dialog, but identify who is speaking and include non-speech information conveyed through sound, including meaningful sound effects. Captions are not the same as subtitles.

Video players in iframes

Screen reader users rely on frame titles to describe the contents of frames. (See: Frames must have title attribute)

1) On the home page when the screen reader reaches the **Vidyard** video `<iframe>` for the Pacific Life story, it announces: *frame, clickable, application*

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Nothing in the text communicates to a screen reader user that a video is the content available in this iframe.

When the user hits the **Enter** key with focus on the iframe, the screen reader announces:

application
HD
application
Play Video, button
Toggle Settings, Menu

- Hitting the **Enter** key again starts the video and the screen reader announces: *pause, pause, pause* at the same time the video starts playing

- Focus is not moved to the **Pause** button after the video starts though, so hitting **Enter** to try to pause the video immediately does nothing. Must hit **Space** key.

- Every time the **Play/Pause** button has focus and is toggled, the screen reader announces the button name five times, e.g. the video starts while the screen reader announces: *pause, pause, pause, pause, pause*

- When activating the **Mute/Unmute** control, the screen reader announces the button name five times, e.g. after muting the video, the screen reader announces: *unmute, unmute, unmute, unmute*

2) On Customer Story pages with videos using the **Vidavee** player, the screen reader announces the following when the **<iframe>** gets focus:

video tool bar video
video
out of tool bar
video tool bar video
video tool bar video

video tool bar video
play, button
0:00 [Note, the screen reader reads the time stamp 0:00 as 'midnight']
mute, button unavailable
enter full screen, button unavailable
show more media controls, button
more options
out of tool bar
0:00 [Note, the screen reader reads the time stamp 0:00 as 'midnight']
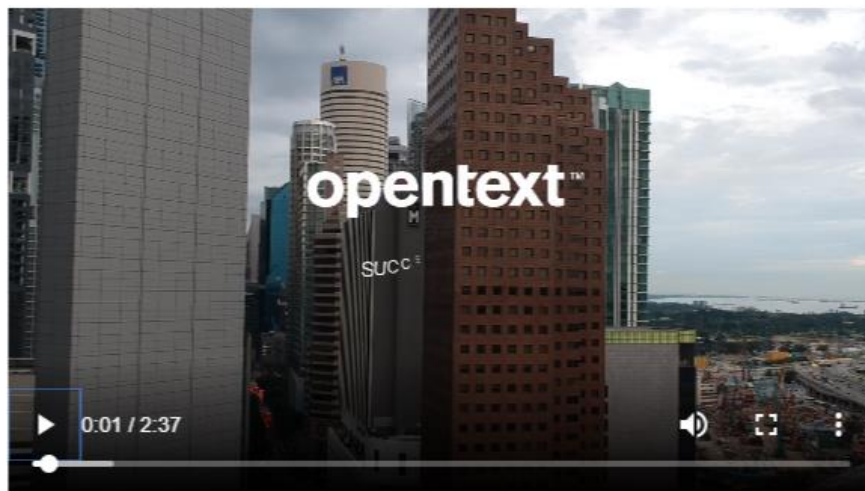
- Must tab to the **Play** button at which point the screen reader announces:

  video tool bar video
  video tool bar video
  video tool bar video
  play, button

- The media control for **Download** does not have a label, screen reader announces *blank*

- Accessibility is generally good for the Vidavee player controls

- Support for captioning is available

Some pages have embeded YouTube videos. The below example from the ECM page was marked up using **<figure>** and **<figcaption>**. A screen reader will announce the entire contents of the **<figcaption>** when the iframe gets focus but, the description does not indicate it's referring to a **video**.

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```
<iframe width="640" height="360"
src="https://www.youtube.com/embed/mDPbrvbAves?rel=0" allowfullscreen=""
class=" bf_frame_init" bf_offer_id="1764002234"></iframe>
<figcaption>Learn how to improve efficiency by connecting OpenText Content
Suite with lead applications such as SAP® ERP, Microsoft Office 365,
Salesforce® and more.</figcaption>
```

Reference the User Agent Authoring Guidelines (UAAG) for developers creating technologies like video players for people with accessiblities, such as the Able Player.

PDF content

Web content served in PDF format is also subject to WCAG success criteria. Content authors must be taught how to properly tag and export accessible PDFs from Adobe InDesign and MS Word. Content managers must be taught how to check for accessibility in PDFs and how to fix errors using Adobe Acrobat. Just as with HTML, PDF content must

- Be accessible to screen readers and keyboard users
- Maintain a proper tabbing order through the content
- Use document title, language, headings, tables, etc. to tag the content semantically
- Provide alternative text for images
- Include links for linked text

Below is a screen shot from a PDF of a recent customer success story showing the assumed reading order because the document competely lacks tags. It begins in the left side bar, not at the beginning of the main content. Additionally, several images are missing alternative text.

In Acrobat go to **Tools > Accessibility > TouchUp Reading Order** to see issues.

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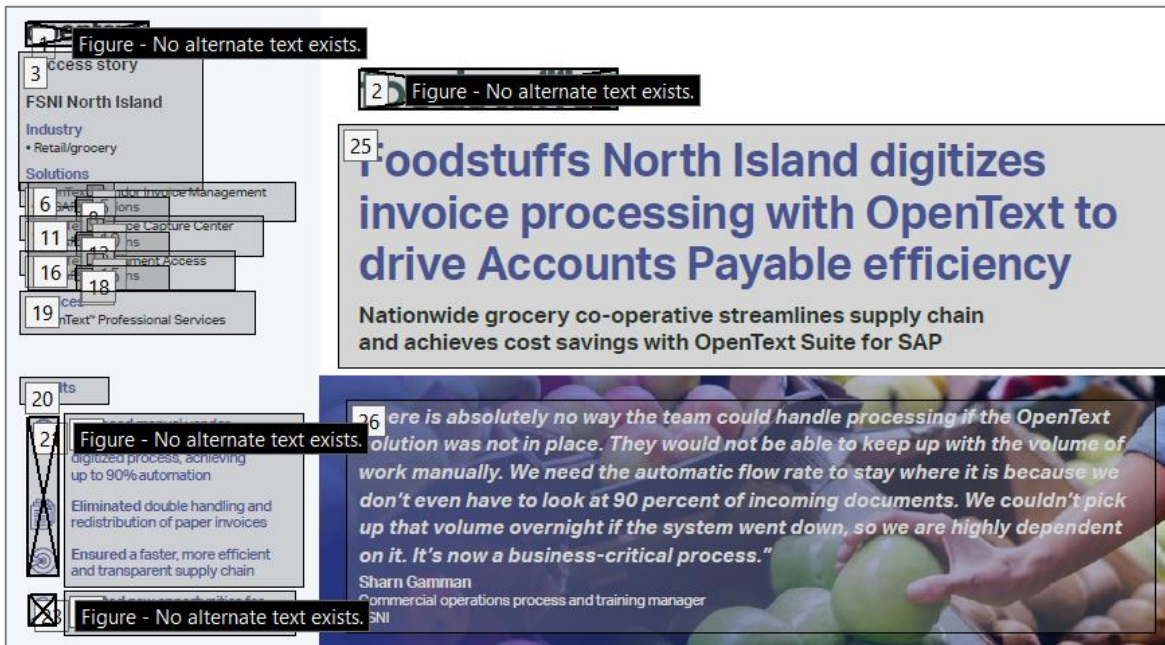
Resources

- [Creating accessible PDFs](#)
- [Create and verify PDF accessibility (Acrobat Pro)](#)
- [PDF Techniques for WCAG 2.0](#)
- [Checklist of Standards, Techniques & Tests for Accessible PDFs](#)

High contrast mode

Some users employ OS settings or browser extensions to view screens in high contract mode. This site loses some of its context in this mode because it relies on background images:

- The OpenText logo is a background image and is not visible in high contrast mode. The same effect would be seen if the logo were an inline image with black text and transparent background.

- Any dark text that relies on a background image for contrast could become invisible

- Controls that rely on background images, like the carousel buttons, become invisible

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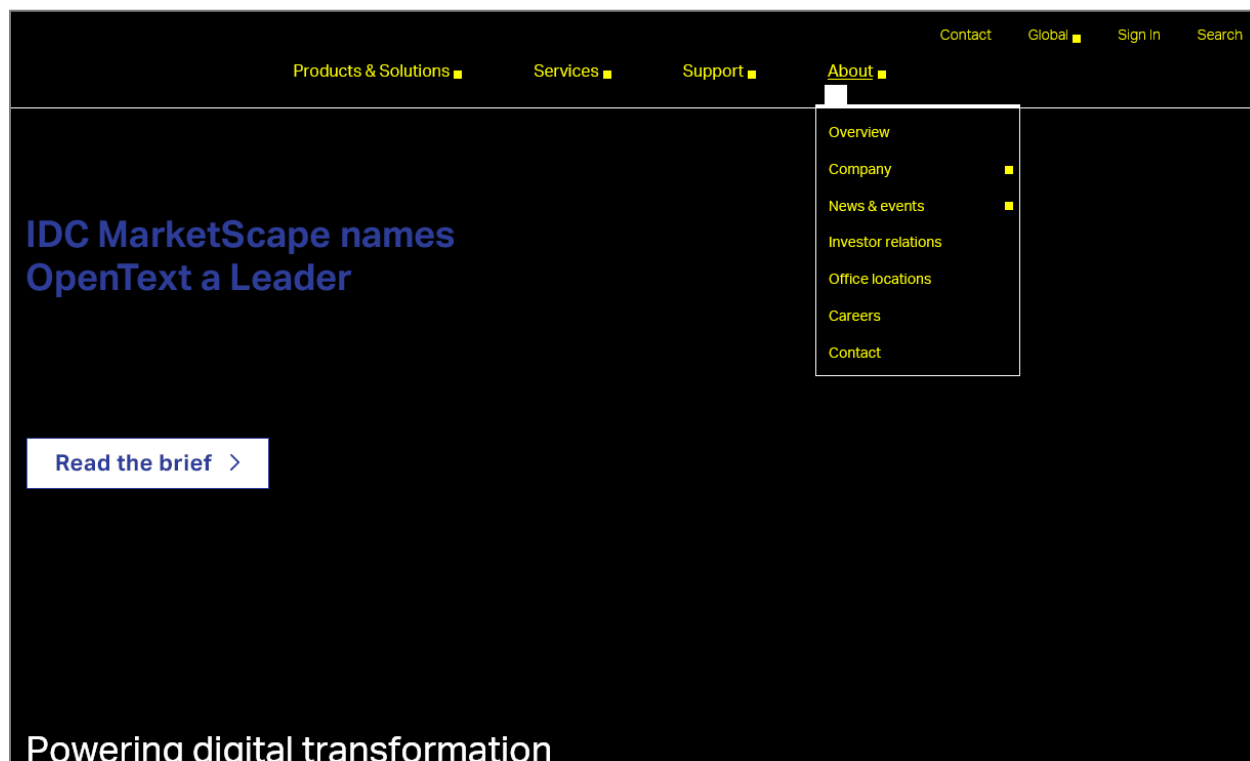
Layout

The report first covers issues that affect every page on the site. These issues are not repeated in the reviews of specific pages.

Header

The header content is not marked up semantically as a header. When content is marked up using HTML5 elements or ARIA landmarks, screen reader users can navigate pages more easily. (See: All page content must be contained by landmarks.)

- Use the HTML5 **<header>** element or
- Add the ARIA landmark role="banner" to a containing element
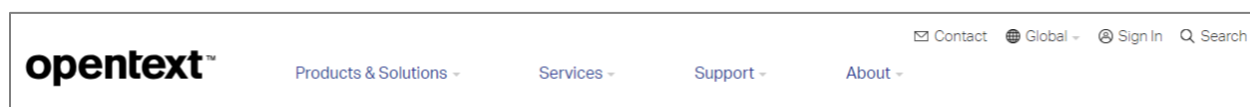
Navigation

1) Distinguish multiple uses of the navigation landmark on a page by giving each a unique label.

   Example:

   ```
   <nav class="ot-site-nav" aria-label="site">…</nav>

   <nav class="ot-utility-nav" aria-label="utility">…</nav>
   ```

2) The visual placement of the global navigation hamburger menu to the far right of the header when zoomed in or at breakpoint *max-width: 44.9375em* does not match the DOM order and tabbing order.

   This can pose issues for users with low vision who may be viewing the "mobile" site on a desktop while using the keyboard to navigate.
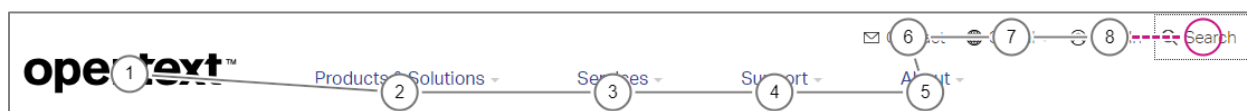
Figure 1: At the widest breakpoint, the tabbing order progresses from the OpenText logo, through the global navigation top-level links, then goes to the utility links

Figure 2: On smaller viewports, the navigation menu is located to the right of the utility navigation even though the tab order remains the same

3) The breadcrumb current page color does not provide a contrast of at least **4.5:1**. The gray text (#999) has a contrast of **2.85** against the white background.

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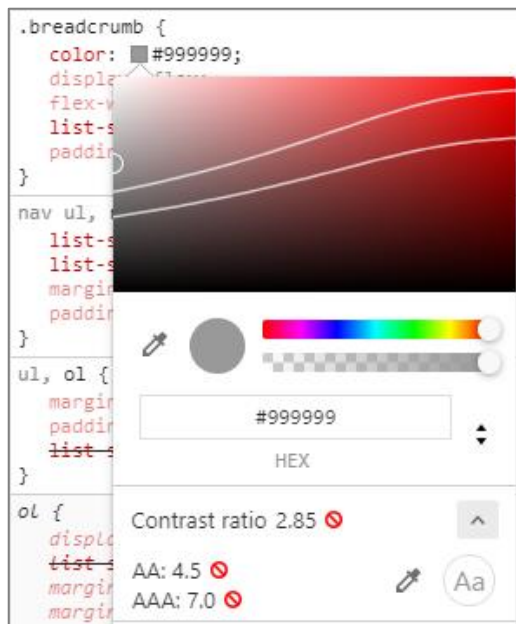
4) The gray link text (#666) in the sidebar navigation has a contrast ratio of **3.57** against the gray background (#ccc).
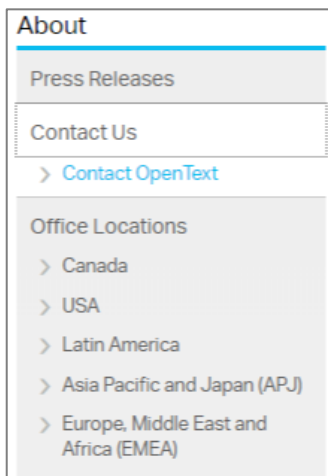
Footer

The footer content is not marked up semantically as a footer. When content is marked up using HTML5 elements or ARIA landmarks, screen reader users can navigate pages more easily. (See: <u>All page content must be contained by landmarks</u>)

- Use the HTML5 **<footer>** element or

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- Add the ARIA landmark `role=` `"contentinfo "` to a containing element

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5) The footer link color does not provide a contrast of at least **4.5:1**. The gray text (#777) has a contrast of **4.11** against the light gray background (#f5f5f5).

```
.trailernew a:not(.btn) {
    color: #777;
}
a {
    color:
}
a {
    color:
    text-d
}
a:-webki
    color:
    cursor
    text-d
}
Inherited f
ul li {
    list-s
}
li {
    displ
```

#777

HEX

Contrast ratio 4.11

AA: 4.5
AAA: 7.0

Aa
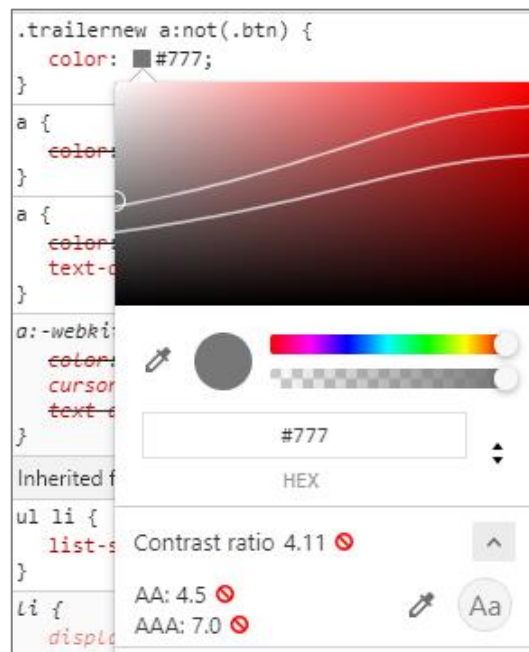
6) The copyright text color does not provide a contrast of at least **4.5:1**. The gray text (#999) has a contrast of **2.61** against the light gray background (#f5f5f5).

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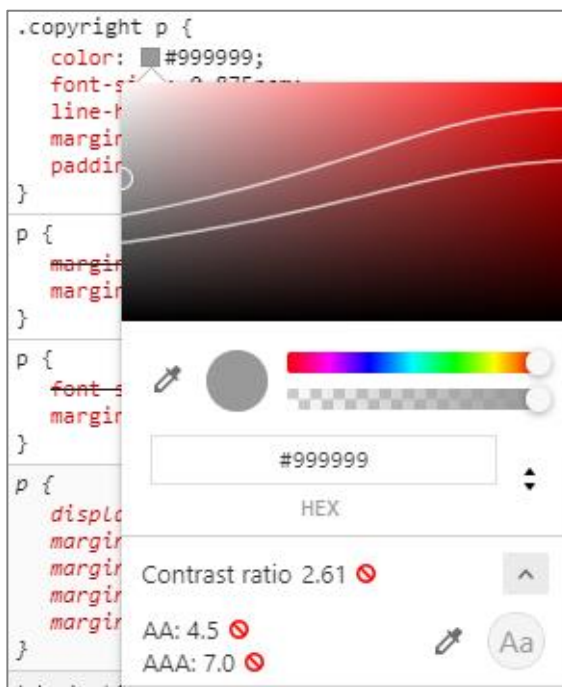
7) The following header element is empty does not have text that is visible to screen readers. (See: Headings must not be empty)

```
<h3 class="trailer__heading">  </h3>
```

8) **Links do not have a discernible name – *4 instances***

Link text (and alternate text for images, when used as links) that is discernible, unique, and focusable improves the navigation experience for screen reader users. (See: Links must have discernable text)

The four social media links use icons without providing a text alternative.

```
<li class="twitter"><a target="_blank"
href="https://twitter.com/OpenText"> </a></li>
<li class="linked-in"><a target="_blank"
href="https://www.linkedin.com/company/opentext"> </a></li>
<li class="youtube"><a target="_blank"
href="https://www.youtube.com/user/opentextcorp"> </a></li>
<li class="flipboard"><a target="_blank"
href="https://flipboard.com/@OpenText"> </a></li>
```

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Home page

In February 2019, WebAIM conducted an accessibility analysis of the top one million home pages on the web using its WAVE accessibility tool. The results highlight the poor accessibility of the web overall and of the OpenText home page specifically.

Results for the OpenText home page

WAVE Accessibility Rank: 806,097 of 1,000,000 (Bottom 25% of all home pages)
A metric based on number of detected errors, error density, potential errors (WAVE alerts), accessibility features (such as alternative text), and popularity ranking. It does not necessarily indicate how accessible a page is, only how it ranked with other pages in the database on detectable accessibility metrics.

Popularity Rank: 7,438 of 1,000,000

Number of accessibility errors detected: 73

WCAG 2 A/AA failure detected: Yes

Number of page elements: 633

Error density: 11.53%
(percent of page elements that have an error)

Top error types detected:

- Low contrast text
- Empty link
- Empty button

Analyze opentext.com using WAVE

Accessibility score: **68/100**	Automated issues: **55**

1) **Buttons do not have an accessible name – *7 instances***

   When a button doesn't have an accessible name, screen readers announce it as "button", making it unusable for users who rely on screen readers. (See: Buttons must have discernible text)

   All the carousel controls lack accessible names:

```
<button role="button" class="owl-dot"><span></span></button>
<button type="button" role="presentation" class="owl-prev"></button>
<button type="button" role="presentation" class="owl-next"></button></div>
```

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2) **Background and foreground colors do not have sufficient contrast ratio – *3 instances***

The default link color (#09bcef) has a contrast ratio of only **2.04** against the light gray box background color (#f5f5f5) in the Enterprise World 2019 section. (See: Text elements must have sufficient color contrast against the background)

Enterprise World 2019

Enterprise World 2019 will be packed with inspiring keynotes, customer case studies, product demos and roadmaps, informative technical sessions and partner exhibits to help attendees on their digital transformation journey.

Learn more about each of the Enterprise World locations: Vienna, Singapore and Toronto.

3) **ARIA role must be appropriate for the element – *4 instances***

The 'previous' and 'next' buttons on the carousel must not have the `role="presentation"` attribute because they are buttons.

```
<button type="button" role="presentation" class="owl-prev"></button>
```

4) **<frame> or <iframe> elements do not have a title – *2 instances***

Screen reader users rely on frame titles to describe the contents of frames. (See: Frames must have title attribute)

```
<iframe title="Video: Pacific Life success story" width="640" height="360"
src="https://play.vidyard.com/nZnr5kwAbqnhdjRQs22Jvt.html?v=3.1.1"
allowfullscreen="" class=" bf_frame_init" bf_offer_id="1139589869"></iframe>
```

Manual testing

1) **Home page does not start with heading <h1>**

Ensure the order of headings is semantically correct and does not skip levels. (See: Page must contain a level-one heading)

The first heading on the home page is level-two

```
<h2 class="section-heading color--primary flush">Powering digital
```

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```
transformation</h2>
```

2) The hero and customer story **carousels** have several issues and are not accessible:

- No specific control to stop the animation
- Invisible content gets focus
- Button controls without labels

See the Carousel Concepts tutorial for a walkthrough of carousel accessibility.

3) **Image elements do not have [alt] attributes – *3 instances***

Informative elements should aim for short, descriptive alternate text. Decorative elements can be ignored with an empty alt attribute. (See: Images must have alternative text)

The three hero carousel slides have no text alternative for the text contained in the images making this content completely inaccessible to screen readers.


```
<img src="/file_source/OpenText/img/opentext-image-idc-campaign-for-business-
network-assets-hero-type-v1.png " alt="" />
```
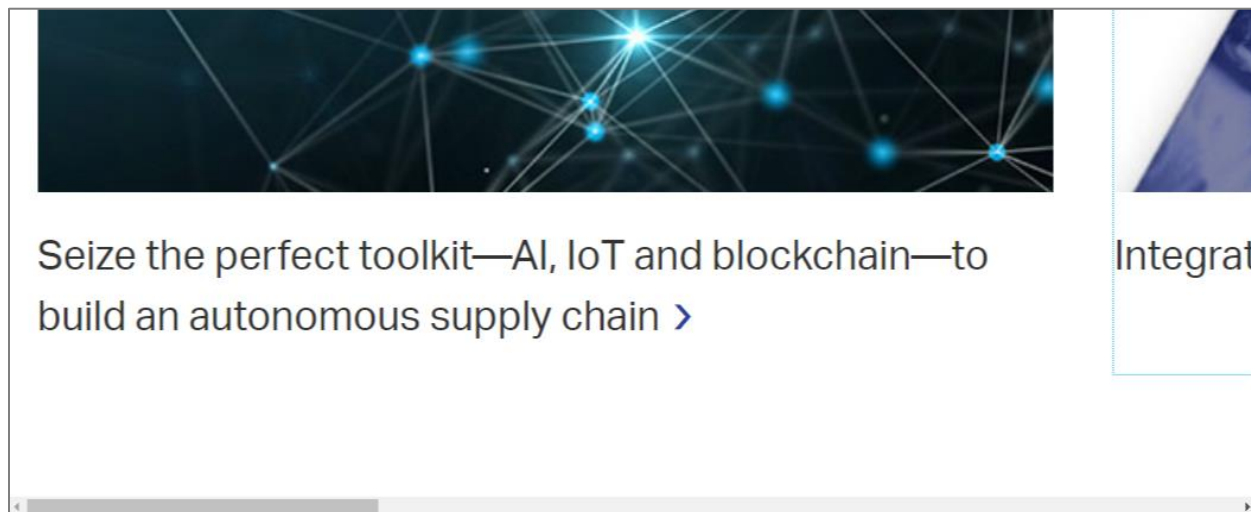
4) When **zoomed in 200%**, the "Powering digital transformation" section requires horizontal scrolling making some content hidden from keyboard users. In the screen shot below, the focus indicator is on the link to the second story but the text is not visible.

5) **Videos with audio must have captions –** *2 instances*
(See: <video> elements must have a <track> for captions)

6) **Videos must provide a text alternative –** *2 instances*
(See: Audio description or media alternative, SC 1.2.3)

7) **Links do not have a discernible name –** *24 instances*

Link text (and alternate text for images, when used as links) that is discernible, unique, and focusable improves the navigation experience for screen reader users. (See: Links must have discernable text)

As a screen reader user tabs through the links on the home page, almost every link is without context or explanation:

- 7 carousel slides announce *learn more, link*
- 4 stores in the "Powering digital transformation" section announce *learn more, link*
- 9 customer stories announce *read the story, link*
- 4 stories in the "Bringing information to life" section announce *read more, link*

Below is the outline of links on the home page as seen in NVDA:
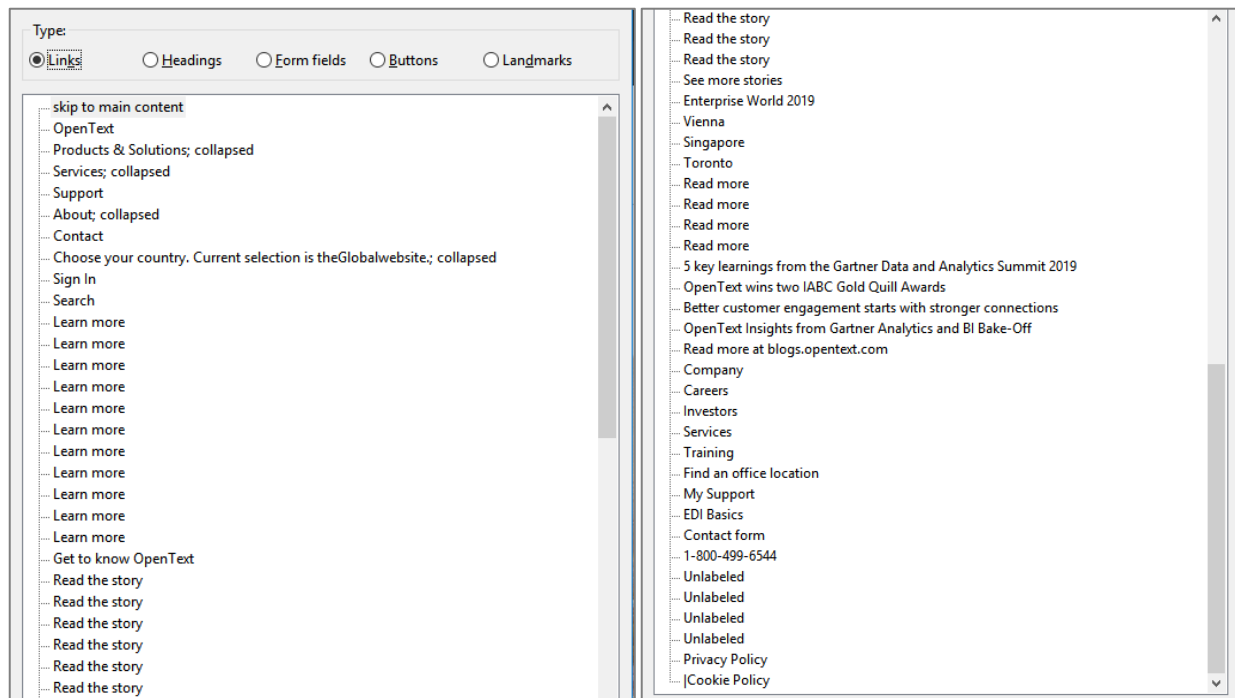
IDC MarketScape

Accessibility score: **81/100**	Automated issues: **37**

1) **Background and foreground colors do not have sufficient contrast ratio – *2 instances***

   (See: Text elements must have sufficient color contrast against the background)

   The `<blockquote>` and `<figcaption>` text color is the same as the default link color (#09bcef) and suffers the same poor contrast ratio of **2.22** against the white page background.

"The usefulness of a supply chain network is a balance between what companies need today and what they may need in the future."

—IDC MarketScape

2) **<frame> or <iframe> elements do not have a title**

   Screen reader users rely on frame titles to describe the contents of frames. (See: Frames must have title attribute)

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When the screen reader gets to the embedded YouTube video player, it announces *frame, clickable, YouTube video player*. This info is coming from the framed page content, though, and not from title attribute on the `<iframe>`. If the framed content doesn't load, for example if the cookie consent rules were to hide it, a screen reader would not have any context for the `<iframe>` contents.

```
<iframe width="560" height="315" title="Video: OpenText Business Network by
the Numbers" src="https://www.youtube.com/embed/k1X-9MotRqM" frameborder="0"
allow="autoplay; encrypted-media" allowfullscreen="" class=" bf_frame_init"
bf_offer_id="342758982"></iframe>
```

3) In Windows **high contrast mode**, the form submit `<input>` appears to be floating and does not look like a button because it does not have a border specified in the CSS.
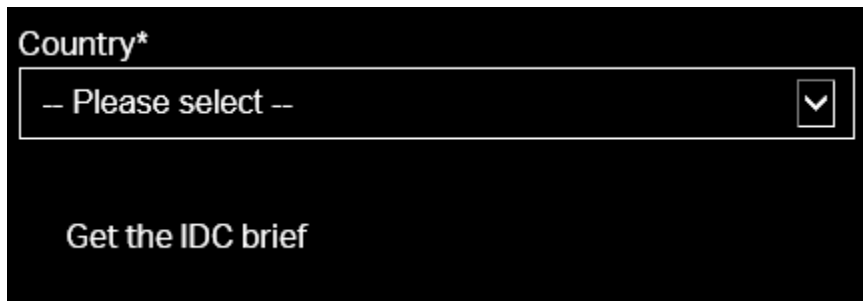
4) **Videos with audio must have captions**
   (See: <video> elements must have a <track> for captions)

5) **Videos must provide a text alternative**
   (See: Audio description or media alternative, SC 1.2.3)

Manual testing

1) The alt text provided for the vendor graphic is arguably insufficient as it does not describe the contents of the image: *IDC MarketScape: Worldwide Multi-Enterprise Supply Chain Commerce Network 2018 Vendor Assessment Quadrant 2018*

Complex graphics must provide a robust text description that is available to screen readers. This is the alt text for the graphic in this document:

A vendor assessment diagram with "capabilities" on the y-axis and "strategies" on the x-axis. Three vendors are clustered in the upper middle in a region labeled Major Players. Five other vendors including OpenText are clustered in the upper right in the Leaders region.

2) Images that are purely decorative can have a null alt text attribute of `alt=""`. The photo of the cover of the IDC report really doesn't provide any information to the user and should likely not contain a text alternative.

```
<img alt="IDC MarketScape brief thumbnail"
src="/file_source/OpenText/en_US/JPG/opentext-image-idc-campaign-for-
business-network-assets-thumb-336x200.jpg">
```

3) The form suffers from all the accessibility issues highlighted in the Forms section.

4) The download page for the PDF has an accessibility score of just **24**. The PDF itself is not fully accessible, and while it was not created by OpenText, it is hosted by OpenText and subject to WCAG requirements.
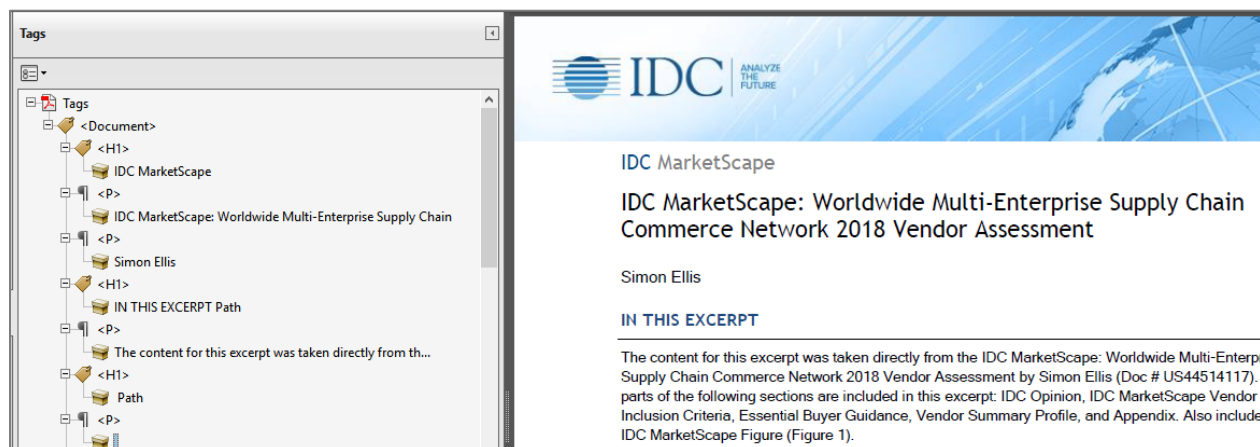
Support

Accessibility score: **81/100**	Automated issues: **35**

1) **Background and foreground colors do not have sufficient contrast ratio – *11 instances***

   (See: Text elements must have sufficient color contrast against the background)

   The `<h2>` and `<h3>` subheading text color (#999) has a contrast ratio of **2.85** against the white page background.

OpenText Customer Support provides a wide range of service and support options to proactively manage OpenText solutions.

Are you a new customer? Get started with OpenText!

Manual testing

1) **The Support page has seven (7) `<h1>` elements**

   Ensure the order of headings is semantically correct and does not skip levels. (See: Page must contain a level-one heading)

   While HTML5 does technically allow for multiple `<h1>` elements, they must be children of elements like `<article>` and `<section>`, not `<div>`. Other content on the site generally ahears to pages having a single `<h1>` element at the beginning of the main content.

2) Images that are purely decorative can have a null alt text attribute of `alt=""`. The alt text for the icons next to the blocks of content in the Value section are redundant to the plain text.


```
<img src="/file_source/OpenText/en_US/SVG/opentext-icon-expertise.svg"
alt="CS Expertise" width="61" height="61">
```

3) The "What's included" table is missing a column header for the second column. The screen reader announces

row 2 What's included column 1
Product research and development
What's included column 2
graphic
checkmark

The checkmark icons all have the attribute `alt="checkmark"` but that does not describe the **purpose** of the checkmark icon as it is used in this table.

The table should have a second column header that is visually hidden with text such as "Service included". The checkmark icons should have `alt="yes"`. This way, the screen reader will correctly describe the contents of the tables rows:

table with 10 rows and 2 columns
row 1 column 1
What's included
column 2
Service included
row 2 What's included column 1
Product research and development
Service included column 2

graphic
yes

```
<tr><th>What's included</th>
<th><span class="visuallyhidden">Service included</span></th></tr>
...
<tr>
<td>Product research and development</td>
<td><img src="/file_source/OpenText/en_US/SVG/opentext-icon-check.svg"
alt="yes" width="24" height="24"></td>
</tr>
```

4) In Windows high contrast mode, the checkmark icons in the "What's included" table have poor contrast due to the image's transparent background.

5) The big map image of support offices and statistics does not provide enough description for screen reader users.

```
<img src="/file_source/OpenText/en_US/JPG/opentext-image-cs-worldmap2.jpg"
alt="Global customer support office locations">
```

Complex graphics must provide a robust text description that is available to screen readers. This is the alt text for the graphic in this document:

World map showing global support locations in San Mateo, CA, US; Waterloo, Ontario (headquarters); Cork, IE; Bangalore, IN; Manila, PH and Sydney, AU. OpenText has more than 60 support offices worldwide, with more than 11 languages and 1500 technical analysts and a satisfaction rating of 9/10.

6) The "Download now" links should provide more context for screen readers using visually hidden text. Using generic labels does not provide context to screen reader users who are tabbing through the focusable page elements.

```
<a target="_blank" class="btn btn--default btn--next btn--signin
bf_ungated_init" href="/file_source/OpenText/en_US/PDF/opentext-ebook-global-
customer-support-en.pdf">Download <span class="visuallyhidden">our Customer
Support eBook</span> now</a>
```

7) The Support page links to two inaccessible PDFs that lack tags and text alternatives for images.

ECM in the Cloud

Accessibility score: **83/100**	Automated issues: **68**

1) **Background and foreground colors do not have sufficient contrast ratio – *17 instances***

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(See: Text elements must have sufficient color contrast against the background)

The default link text color (#09bcef) in the "Contact OpenText" callout has a contrast ratio of **1.81** against the light blue background color (#e1e8f6).

CONTACT OPENTEXT

🖥 Contact Form

🌐 Global Offices

📞 +1 (800) 499-6544
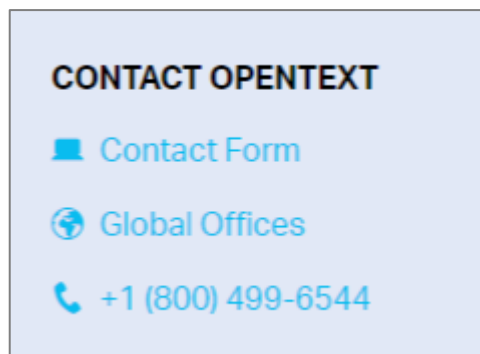
The default link text color (#09bcef) in the tabbed area has a contrast ratio of **1.92** against the gray background (#ccc) which, as larger text, could have a contrast ratio as low as **3:1**.

Featured Products

OpenText Content Suite
Platform Cloud Edition

OpenText Content Suite
Platform Cloud Edition offers a

OpenText Archive
Center for SAP
Solutions, Cloud Edition

Securely store SAP data and

OpenText Core

OpenText Core makes
collaborating a snap with a rich
set of capabilities and tools,

Manual testing

1) **Tabbed panels are inaccessible to keyboard users**. They cannot access the contents of the "Products" and "Resource Center" tabs.

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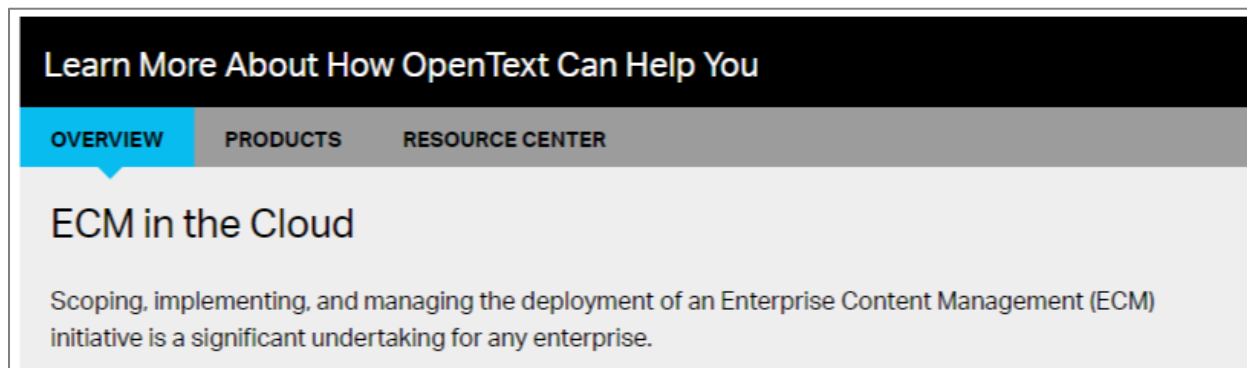
Users must be able to use the **Tab** key to move focus to the tabs. The ARIA keyboard model then prescribes using arrow keys to switch between the tabs and the **Enter** or **Space** keys to activate a tab. Users are then able to navigate the contents of the currently selected tab. See the Tabs pattern in the **ARIA** authoring practices which includes links to examples of accessible tabs.

2) **Links do not have a discernible name – *8 instances***

Link text (and alternate text for images, when used as links) that is discernible, unique, and focusable improves the navigation experience for screen reader users. (See: Links must have discernable text)

- Link to the customer story is "Read More"
- The seven products linked in the tabbed panels are all followed by "Learn More" links

3) The **video 'pause' button** loses focus when the video toolbar auto-hides after a few seconds. As this happens, the screen reader announces the page title over the running audio in the video.

Focus appears to move from the button to the frame container, so hitting the **Enter** or **Spacebar** keys fails to pause the video when the toolbar is hidden. Hitting the **Tab** key moves focus from the video to the next focusable element after the video; it no longer moves focus through the video player controls.
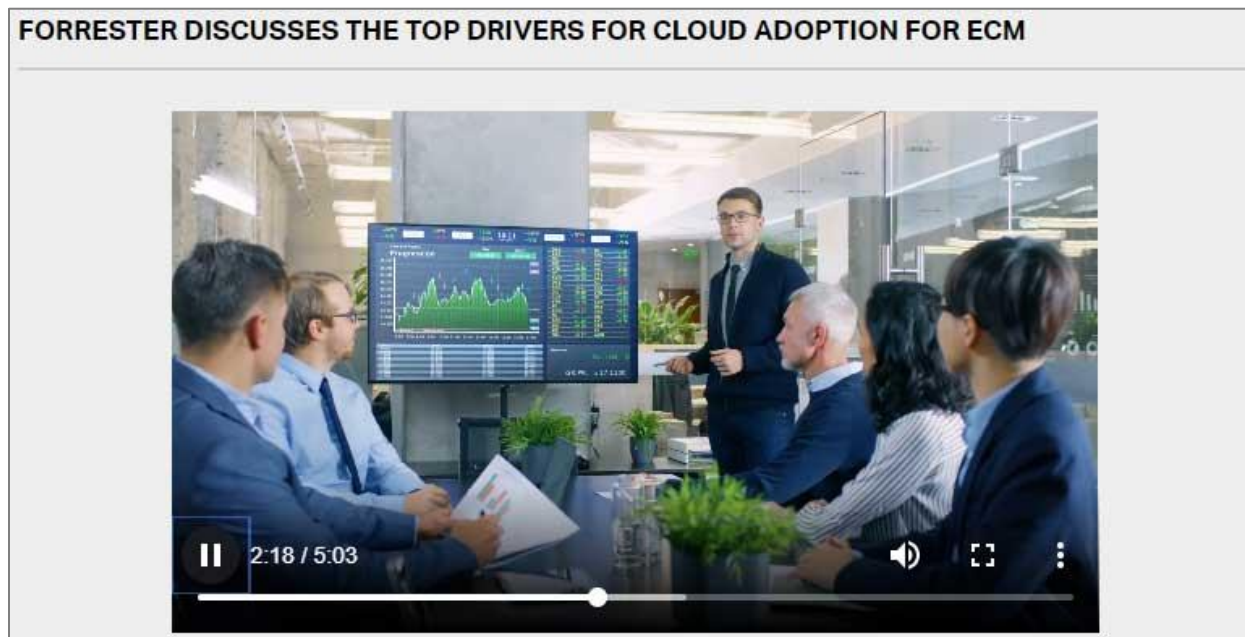
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4) **Videos with audio must have captions – *2 instances***
   (See: <video> elements must have a <track> for captions)

5) **Videos must provide a text alternative – *2 instances***
   (See: Audio description or media alternative, SC 1.2.3)

6) The SlideShare content is not accessible to screen readers or keyboard users.

   - The **<iframe>** does not have a title. The screen reader announces, *frame, clickable.*

```
<iframe width="425" height="355"
src="//www.slideshare.net/slideshow/embed_code/key/1aSJWZvq2QxBar" class="
bf_frame_init"></iframe>
```

   - The slides are images with text and there are no text alternatives available to screen readers or Braille users.

```
<img id="img_slide_image" class="slide_image"
src="https://image.slidesharecdn.com/opentext-cloud-ecm-in-the-cloud-
slideshare-v3-160216211021/95/opentext-cloud-ecm-in-the-cloud-1-
638.jpg?cb=1455657185" data-normal="https://image.slidesharecdn.com/opentext-
cloud-ecm-in-the-cloud-slideshare-v3-160216211021/95/opentext-cloud-ecm-in-
the-cloud-1-638.jpg?cb=1455657185" data-
full="https://image.slidesharecdn.com/opentext-cloud-ecm-in-the-cloud-
slideshare-v3-160216211021/95/opentext-cloud-ecm-in-the-cloud-1-
```

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```
1024.jpg?cb=1455657185" data-small="https://image.slidesharecdn.com/opentext-
cloud-ecm-in-the-cloud-slideshare-v3-160216211021/85/opentext-cloud-ecm-in-
the-cloud-1-320.jpg?cb=1455657185">
```

- • The button controls for the slides get keyboard focus and have labels but they don't work in Chrome. Hitting the **Enter** or **Spacebar** keys doesn't activate the controls.


```
<button id="btnNext" title="Next Slide" aria-label="Next Slide">
<div class="j-next-btn arrow-right"></div>
</button>
```

7) The image in the right rail with a link to "Download eBook" does not provide sufficient alternative text.

```
<img alt="Go digital" src="/file_source/OpenText/en_US/JPG/opentext-go-
digital-eim-the-cloud-ppc-245x245.jpg">
```

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The alt attribute must describe the image so in this case, it should capture all the text in the image: *Go digital with EIM in the Cloud download eBook.*

OpenText Content Suite Platform

Accessibility score: **81/100**	Automated issues: **60**

1) The video `<iframe>` is missing a title and the `<figcaption>` fails to identify it as a video. See the Video players section for the explanation.

2) **Videos must provide a text alternative**
   (See: Audio description or media alternative, SC 1.2.3)

Manual testing

1) **Tabbed panels are inaccessible to keyboard users**. Keyboard users cannot access the contents of the "Features" tab. See the ECM in the Cloud section for the explanation.
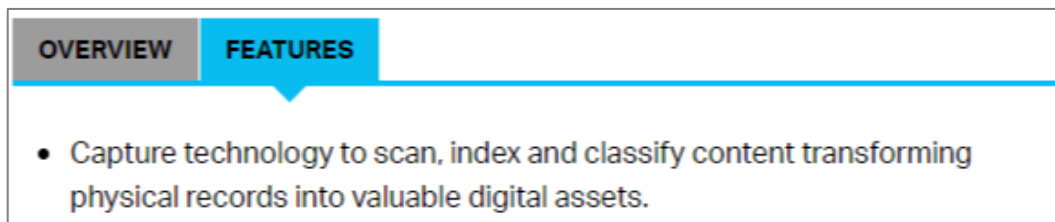
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OpenText Release 16

Accessibility score: **69/100**	Automated issues: **99**

1) **Videos must provide a text alternative**
   (See: Audio description or media alternative, SC 1.2.3)

2) **Videos with audio must have captions**
   (See: <video> elements must have a <track> for captions)

3) Three images are missing alt text and must include `alt=""` if they are purely decorative.

```
<img src="/file_source/OpenText/en_US/JPG/opentext-ep5-thumbnail-
688x240.jpg">
```

4) The two buttons in the carousel do not have discernable names and there is not a specific control to stop the animation. See the Home page section for the explanation.
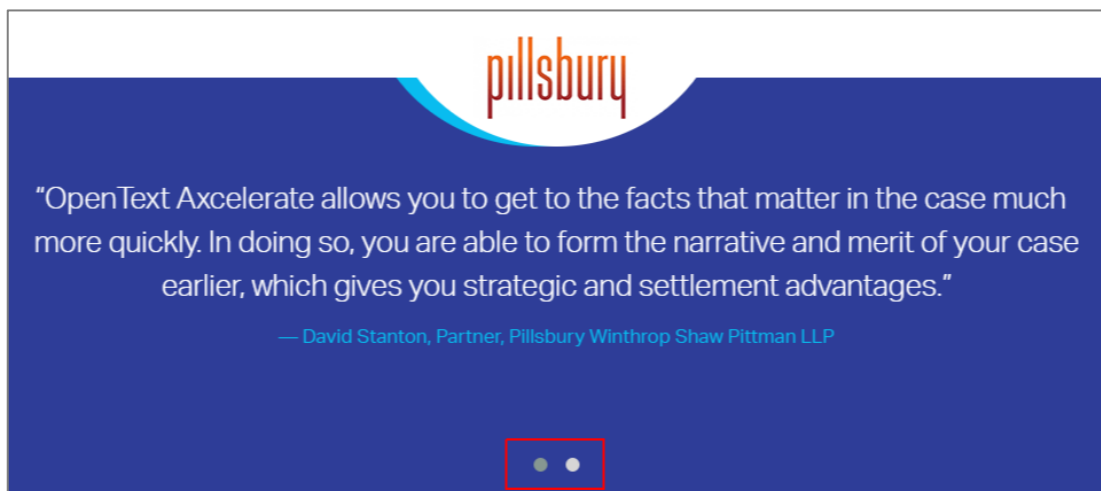
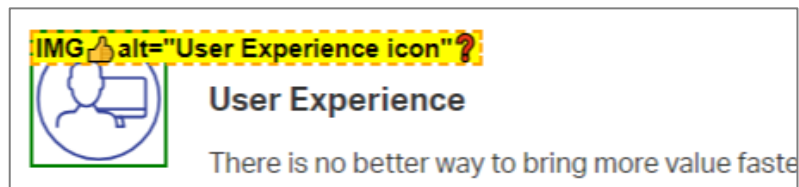## Manual testing

1) The video `<figcaption>` fails to identify it as a video for screen reader users.

```
<figcaption class="text--center">Release 16 enables the Intelligent and
Connected Enterprise</figcaption>
```

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2) Images that are purely decorative can have a null alt text attribute of `alt=""`. The alt text for the icons next to the blocks of content in the "What is in Release 16 EP5?" section are redundant to the plain text.

3) The six links above the form have the link text "Learn more" which does not provide context to screen reader users who are navigating by links.

4) The form suffers from all the accessibility issues highlighted in the Forms section.

Customer Success Stories

| Accessibility score: **63/100**	Automated issues: **1933**

1) **Background and foreground colors do not have sufficient contrast ratio**

(See: Text elements must have sufficient color contrast against the background)

The dark gray link text color (#777) in the faceted search has a contrast ratio of **3.86** against the light gray background color (#eee).

The gray link text (#777) for the "Customer success story" links has a contrast ratio of **4.48** against the white background.
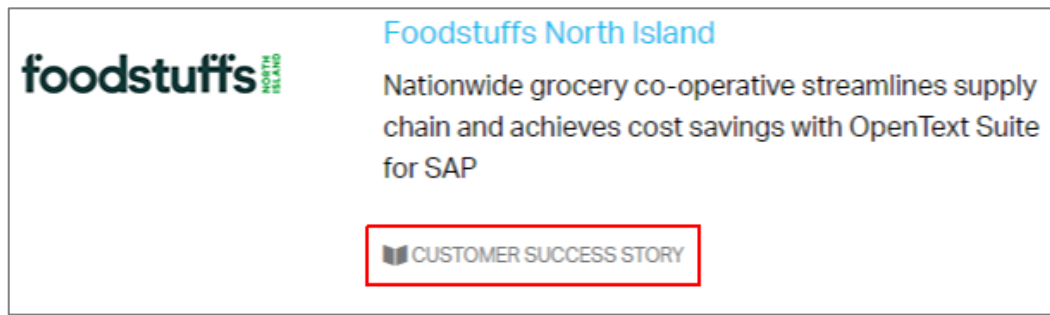
2) The "OpenText Elite" logo is missing the alt attribute. Since the image is linked, the screen reader announces the file name.

```
<img class="media__object md-one-third"
src="/file_source/OpenText/en_US/JPG/opentext-elite-logo-2017.jpg">
```

3) **Form elements must have labels – *600 instances***

Every checkbox **`<input>`** in the faceted navigation must have a semantically associated label. Each checkbox has a link that visually acts as a label, but all a screen reader announces is *checkbox, not checked*.

```
<input type="checkbox" name="product" value="enterprise-content-
management"></div>
<div class="table-cell">
<a href="javascript:void(0);">Africa</a><span class="count">(10)</span>
```

The combobox for sorting customer stories also does not have a semantically linked label. A screen reader announces, c*ombobox, Publish Date, collapsed*.

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Sort Stories By: Customer   ▼

```
<span class="sortby-title">Sort Stories By:</span>
<div class="sortby">
<select>
<option value="sortPublishDate" class="orderbyitem"
id="orderby_sortPublishDate">Publish Date </option>
```

4) Ensure related `<input type="checkbox">` elements have a group and that the group designation is consistent. Since the checkboxes are grouped by facet, e.g. Region, Country, etc., they should be marked up in a way that screen readers announce them in context of that semantic grouping.

(See: Checkbox inputs with the same name attribute value must be part of a group)

Manual testing

1) There are several major issues with the **faceted navigation** including

- No easy way for a keyboard user to skip over it and not have to manually tab through hundreds of links

- The facet titles are not accessible to keyboard-only users meaning they have no way to collapse the sections to avoid excessive tabbing

- Screen readers are not alerted when the page contents change dynamically because of a checkbox selection or when switching sort order from "publish date" to "customer" nor are they provided with instructions or context about what to expect when using the faceted navigation

- The "Selected Filters(s)" feature is broken so keyboard users have to navigate back through hundreds of checkboxes to remove a selection

- There are potentially hundreds of links with the same link text of "customer success story" or "video" because these do not contain the name of the customer for screen readers nor do they identify that the links will open a PDF file or video modal dialog

- In Chrome, the video modal dialog shows an error message "click to enable Adobe Flash player" but this is not read by the screen reader nor can a keyboard-only user "click". Firefox users see a blank dialog.

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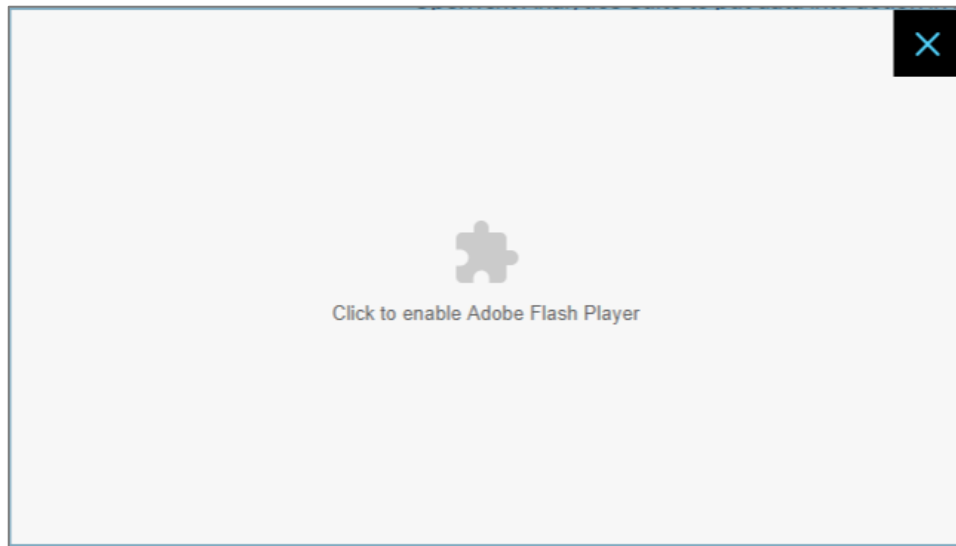
- Keyboard focus does not move to the video modal dialog when it opens, leaving keyboard users stranded with no way to close it. See the Dialog pattern in the **ARIA** authoring practices which includes links to examples of accessible modal dialogs.

- After a keyboard user activates the "Load More Customer Stories" link, the focus should move to the new content and screen readers alerted but focus stays on the link.

2) All customer story PDFs need to be fixed for accessibility.

3) All customer story videos need captions and transcriptions.

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References

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