

Date: 2 November 2020
Subject: Accessibility Statement for ATI docQticket web

Accessibility Statement for ATI docQticket web

This accessibility statement applies to software developed by Advanced Technologies International (ATI) and applies to versions of ATI docQticket web up to and including the present released version – 3.7.0.

What is ATI docQticket web

ATI docQticket web is a software module within a suite of software products developed by ATI for computer print job output management within an organisation. A component of this module comprises a website which functions as the user interface for users to upload documents for submission together with a job ticket to a managed print room environment for output. The module also has a configuration option for it to act as an ordering system on the print room for delivery of non-print items. The website also hosts an HTML job ticket which is accessed by users who are running docQticket Client, the installed ATI software client job ticketing option for Windows or Mac.

ATI wants as many people as possible to be able to use this web based software. As examples this means that the website aspects of the software should be such that:

- A organisation can change colours, contrast levels and fonts
- Users can zoom in up to 300% without the text spilling off the screen
- Users can navigate most of the website using just a keyboard
- Users can navigate most of the website using speech recognition software
- Users can listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

The website text has also been made as simple as possible to understand.

How accessible docQticket is

An audit was performed using the axe v 4.6.0 (axe core 4.0.2) plug-in for Firefox.

From such testing and its own knowledge of the product ATI recognises some parts of this website are not fully accessible, such as:

- All pages have a timed refresh so a user can be logged out or suffer from page redirection without any warning
- Using the default theme, most pages have insufficient colour contrast which can cause visibility issues
- Input fields do not have labels which can assist screen readers
- The height of some text is fixed at a small size
- Some graphics are missing text alternatives

Reporting accessibility problems with this website

ATI is always interested in hearing of ways to improve the accessibility of its products. If users find any problems not listed on this page or think docQticket web is not adequately meeting accessibility requirements please contact: support@ati-uk.com

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If anyone is not happy with how ATI responds to a complaint they should contact the Equality Advisory and Support Service (EASS)

Technical information about this ATI docQticket web's accessibility

ATI is committed to making its website accessible in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

Neither the docQticket Web website nor the page accessible from docQticket Clients are compliant with the Web Content Accessibility Guidelines version 2.1 AA standard.

The last major release of docQticket Web - version 3.0.0 - was the 13th May 2015 so the current version 3.7.0 of docQticket web is exempt from the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 as it pre-dates the 23rd September 2019 requirement.

What ATI is doing to improve accessibility

Although the next major release of docQticket Web is not planned for at least a year, the next incremental release – version 3.7.1 – will conform to WCAG 2.1 with the following caveats:

Non-accessible content

The content listed below is non-accessible for the following reasons:

All pages have a critical error:

"Timed refresh must not exist"

This is intentional as the timed refresh is used as a timeout. Where the session (defined in IIS) has a timeout of 10 minutes or more, the user will get a warning popup 5 minutes beforehand. Otherwise if the timeout is 4 minutes or more then the user will get a 2 minute warning. The default timeout for the docQticket web site is 30 minutes however this can be modified in the IIS Configuration Editor: `system.webServer/asp/session/timeout`

Most pages have a serious error:

"Elements must have sufficient color contrast"

The default docQticket / docQmanager theme (metro-grey) has a contrast of 4.39 which is short of the recommended 4.5. If further contrast is required then the theme can be modified, in the Job Ticket Options, or a different theme can be selected. Some installations will use a custom theme which may or may not conform.

Some pages have minor errors:

"ARIA role must be appropriate for the element minor"

This appears to be an issue with the aXe tool:

Some pages have a moderate error:

"ARIA input fields must have an accessible name"

However these input fields do in fact have ARIA name labels so the belief is that this too is a fault with the aXe tool.

Non-compliance with the accessibility regulations

Disproportionate burden

The Job Ticket Items page – within the Administration Menu – has content which cannot be modified with just a keyboard. ATI has assessed the cost of fixing the issue and believes that doing so now would be a disproportionate burden within the meaning of the accessibility regulations. ATI will make another assessment when the user interface undergoes any future major changes. This is not likely for at least 2 years from the date of this document.

Preparation of this accessibility statement

This statement was prepared on 2 November 2020. It was last reviewed on 2 November 2020.

The website was last tested on 23 October 2020. The test was carried out by ATI