
Accessibility for Sugar 12.3

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Voluntary Product Accessibility Template

A Voluntary Product Accessibility Template (VPAT) is a document that describes the compliance of a website or web application with the accessibility standards contained in Section 508 of the Rehabilitation Act of 1973.

The summary table provides an overall level of conformance to Section 508 and a series of Section 1194 tables list detailed requirements and the conformance to each provision.

Product: SugarCRM Application (Release 12.3)

Date: January 13, 2023

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Summary

CFR 1194 Standard Sections	Notes	Full	Partial	No	N/A
Section 1194.22 Web-based Internet Information and Applications (16 provisions)	Some multimedia and plugin provisions are not applicable	3	6	1	6
Section 1194.31 Functional Performance Criteria (6 provisions)		3			3
Section 1194.41 Information, Documentation, and Support (3)		3			

provisions)

Section 1194.22 Web-based Intranet and Internet Information and Applications

Provision Text	Apply	Meet	Explanation
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Yes	Partial	Text alternatives are provided for icons and images in most cases.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	N/A		SugarCRM does not include any multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Yes	Full	Color is used on text and on some error or message states. Text is still available without color.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Yes	Partial	Some hidden elements are still present and some forms do not fully comply.
(e) Redundant text links shall be provided for each active region of a server-side image map.	N/A		The SugarCRM application does not use server-side image maps.
(f) Client-side	N/A		The SugarCRM

image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.			application does not use client-side image maps.
(g) Row and column headers shall be identified for data tables.	Yes	Partial	Table rows and column scope and header text is provided.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	N/A		The SugarCRM application does not have tables that have two or more logical levels of row or column headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Yes	Full	The frames in the SugarCRM application have a title to facilitate frame identification and navigation.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Yes	Full	The SugarCRM application does not use flashing or blinking user interface elements
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot	N/A		Accessibility provisions in the SugarCRM application are provided without requiring a separate text-only version.

<p>be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>			
<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p>Yes</p>	<p>Partial</p>	<p>Most scripts are accessible and provide functional text. The expand and collapse function that utilizes scripting is not announced correctly to Assistive Technology in all locations where it is used. Nearly all interface elements in SugarCRM are generated using JavaScript. Functional text labels have been added to most, but not all, interface elements in version 12.3.</p>
<p>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with Section 1194.21(a) through (l).</p>	<p>N/A</p>		<p>The SugarCRM application does not require an applet, plug-in, or other application to be present.</p>
<p>(n) When electronic</p>	<p>Yes</p>	<p>Partial</p>	<p>Tabbing and labels</p>

forms are designed to be completed online, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.			are used but some forms need to be improved. Inputs and elements are text based. Almost all interface elements are accessible using a keyboard in version 12.3. While most buttons can be activated using the Spacebar key or the Enter key, there are still some that can only be activated using the Enter key. Help text, error checking, and tooltips are provided.
(o) A method shall be provided that permits users to skip repetitive navigation links.	No		The SugarCRM application has a heading at the start of the main content to facilitate navigation. Skip links not always available.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Yes	Partial	

Section 1194.31 Functional Performance Criteria

Provision Text	Apply	Meet	Explanation
(a) At least one mode of operation	Yes	Full	The SugarCRM application can be

and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.			used with screen readers. Some functions and features will not be fully available.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Yes	Full	The SugarCRM application supports the use of screen magnifiers and allows users to zoom the page using browser functions.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.	N/A		The SugarCRM application does not rely on sound alone to access any of its core functionality.
(d) Where audio	N/A		The SugarCRM

information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.			application does not rely on audio to present information.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	N/A		The SugarCRM application does not require speech.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Yes	Full	The parts of the SugarCRM application that cannot be operated using the keyboard alone have significantly large target areas that would not cause problems for people with fine motor control or limited reach and strength.

Section 1194.41 Information, Documentation, and Support

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Provision Text	Apply	Meet	Explanation
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Yes	Full	SugarCRM provides electronic versions of all product support documentation.
(b) End users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge. provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Yes	Full	SugarCRM provides electronic versions of all product support documentation.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Yes	Full	Product support for SugarCRM products is available in a variety of formats and from a number of online sources available from SugarCRM.