Date: 09/21/2023



# **Accessibility Conformance Report**

Website/Product name: platform.boomi.com

Report Date: Sept 21, 2023

Company: Boomi

#### **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 on MacOS 13.5. A major part of the process included the use of assistive technology (VoiceOver) 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** 

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Partially Supports	Application has few meaningful images and many decorative icons. Alternative text is provided for some meaningful images and some decorative images are not hidden from assistive technologies.  Exceptions include:  1. Login > The logo image is missing alternative text.  2. Master Data Hub > Dashboard > Decorative images are not hidden from assistive technologies.  3. Integration > Start > Decorative images are not hidden from assistive technologies.
1.2.1 Audio-only and Video-only (Prerecorded) Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Not Applicable	There is no audio-only or video-only content.
1.2.2 Captions (Prerecorded) Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Supports	Captions are provided for synchronized media.
1.2.3 Audio Description or  Media Alternative (Prerecorded) Also applies to:	Does Not Support	Global > Help > Onboarding > Prerecorded videos lack a transcript or audio descriptions.



Revised Section 508		
• 501 (Web)(Software)		
• 602.3 (Support Docs)		
1.3.1 Info and Relationships Also applies to: Revised Section 508		For the most part, information, structure, and relationships conveyed through presentation can
<ul><li>501 (Web)(Software)</li><li>602.3 (Support Docs)</li></ul>		be programmatically determined or are available in text. However,
• 602.3 (Support Docs)		some exceptions are present.
		Exceptions include:
		1. Home > The table below
		"Recent Work" contains
		tabular data but it is not
		marked up as a table.
		2. Global > Anchor <a> and</a>
	Partially Supports	button <button> elements</button>
		are either misused or not
		used appropriately. For
		instance, the "Help" and
		"Messages" buttons in the
		header act as buttons but
		are coded as links, whereas
		the "Learn More" links
		behave as links but are
		coded as buttons.
		3. Event Streams >
		Environments > Page does
		not have a level 1 heading.
		For the most part, the correct
		sequence of elements can be
		programmatically determined.
		However, some exceptions are
1.3.2 Meaningful Sequence		present.
Also applies to:		Exceptions include:
Revised Section 508	Partially Supports	1. Integration > Browse
<ul> <li>501 (Web)(Software)</li> <li>602.3 (Support Docs)</li> </ul>		Process Library > Boomi
		Process Library > A
		two-column layout is in
		place where users initially
		navigate to the content in
		the right column. After that,
		they encounter the "close"



		button and finally access the search results. This non-intuitive reading order can lead to confusion for multiple users.  2. Settings > Licensing > A two-column layout is in place where users initially navigate to the table below "Deployment: All Classes", and then to the table below "Connectors Deployed in Class". This non-intuitive reading order can lead to confusion for multiple users.  3. Integration > The "Blanking Out/Combining Documents to Eliminate Multiple Calls" flowchart does not have a coherent reading sequence.
1.3.3 Sensory Characteristics Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Supports	Instructions do not rely solely on sensory characteristics.
1.4.1 Use of Color Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Partially Supports	For the most part, color is not used as the only visual means of conveying information. However, some exceptions are present.  Exceptions include:  1. API Management    Dashboard > The chart displaying "Average Response Time" relies on color to represent response times. Since there is currently no data visible, it's not possible for us to perform thorough testing and validation. Please ensure there is an



1.4.2 Audio Control Also applies to:		alternative method for conveying this information that doesn't depend solely on colors.  There is no audio content that
Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Not Applicable	plays automatically.
2.1.1 Keyboard Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Partially Supports	Application has many interactive user interface components, including buttons, links, dropdowns, and all varieties of inputs, and many of these elements are operable using only a keyboard. However, some exceptions are present.  Exceptions include:  1. Home > The link nested within the table below "Recent Work" cannot be tabbed to or operated using a keyboard.  2. Global > Tooltip icon buttons cannot be operated using a keyboard.  3. Master Data Hub > Models > Fields > Suggested Fields > Available Domains > The domains are clickable and function as buttons, but they cannot be tabbed to or operated using a keyboard.
2.1.2 No Keyboard Trap Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Supports	There are no keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Does not apply to:	Supports	Character key shortcuts are implemented for certain editing components, such as multi-line



Revised Section 508		fields with a toolbar, however no single key shortcuts are required.
2.2.1 Timing Adjustable Also applies to: Revised Section 508	Not Applicable	There are no time limits.
501 (Web)(Software)     602.3 (Support Docs)	Not Applicable	There are no time innits.
2.2.2 Pause, Stop, Hide Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Does Not Support	A mechanism is not provided to pause, stop, or hide moving and blinking animations on the home page.
2.3.1 Three Flashes or Below Threshold Also applies to: Revised Section 508  • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	There is no flashing or blinking content.
2.4.1 Bypass Blocks Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Does Not Support	There is no mechanism to bypass repeated blocks of content.
2.4.2 Page Titled Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Partially Support	A descriptive and unique page title is provided in most cases. However, some exceptions are present.  Exceptions include:  1. API Management     Dashboard > The page is titled "Legacy Dashboard," but this title does not accurately represent the content of the page.  2. Applications > Create an Application > The page is titled "Applications", but this title does not accurately represent the content of the page.  3. Plans > Create a Plan > The page is titled "Plans", but this title does not



		accurately represent the
		content of the page.
2.4.3 Focus Order Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Partially Supports	For the most part, focusable components receive focus in an order that preserves meaning and operability. However, some exceptions are present.  Exceptions include:  1. Master Data Hub >     Historical Reporting > The interactive controls that alter the chart's view receive keyboard focus in a right-to-left sequence.  2. Integration > Build > The "Actions" button does not obtain keyboard focus in alignment with the visual order.  3. Master Data Hub > Models > The "Hide" button is visually hidden, but it can still be tabbed to using a keyboard.
2.4.4 Link Purpose (In Context) Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Partially Supports	Most of the links available in the application are provided with meaningful link text, which specifies the link purpose and its target destination to assistive technology users. However, some exceptions are present.  Exceptions include:  1. Home > Screen reader is reading the context of numerous links twice.  2. Home > There are several "Learn More" links that direct users to different pages, but are announced identically by the screen reader.



		3. Settings > Publisher > Link "SDK Usage Agreement" lacks new window and PDF link warning.
2.5.1 Pointer Gestures (Level A 2.1 only) Does not apply to: Revised Section 508	Not Applicable	There is no functionality that uses multipoint or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only) Does not apply to: Revised Section 508	Partially Supports	On the Integration page, the functions to drag and move an element within "Blanking Out/Combining Documents to Eliminate Multiple Calls" cannot be canceled or undone after the down-event.
2.5.3 Label in Name (Level A 2.1 only) Does not apply to: Revised Section 508	Supports	Interactive components have names which contain the text presented visually.
2.5.4 Motion Actuation (Level A 2.1 only) Does not apply to: Revised Section 508	Not Applicable	No functionality is operated by device motion or user motion.
3.1.1 Language of Page Also applies to: Revised Section 508  • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	The html element on every page/view has a default lang attribute value of 'en'.
3.2.1 On Focus Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Supports	Nowhere on the site does change of focus initiate a change of context.
3.2.2 On Input Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Supports	Nowhere on the site does a change of input initiate a change of context.
3.3.1 Error Identification Also applies to: Revised Section 508  • 501 (Web)(Software)	Partially Supports	Input errors are identified and described in text, but error messages are not associated with



602.3 (Support Docs)		the error input fields
do zio (dappore 2005)		-
3.3.2 Labels or Instructions Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Partially Supports	programmatically.  Descriptive visible labels and instructions are provided in most cases. However, some exceptions are present.  Exceptions include:  1. Home > Placeholder text is used for the search field below Recent Work instead of a visible label.  2. Master Data Hub > Historical Reporting > The "All Repositories: All Models" combobox lacks a visible label.  3. Integration > Build > Placeholder text is used for the search fields instead of
4.1.1 Parsing Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Partially Supports	a visible label.  Tags are properly opened and closed, however multiple instances of duplicate IDs were found.  Exceptions include:  1. Event Streams > Dashboard > Multiple duplicate IDs were found.  2. Master Data Hub > Models > Multiple duplicate IDs were found.  3. Integration > Build > Multiple duplicate IDs were found.
4.1.2 Name, Role, Value Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Partially Supports	In some cases, user interface controls have accessible names, roles, and values that can be programmatically determined. However, some exceptions are present.  Exceptions include:  1. Global > "Home" menu item in the main navigation





<del>l</del>	
	region has unnecessary
	aria-expanded, and
	aria-haspopup attributes.
	This menu item does not
	expand, collapse, or trigger
	any popup content.
2.	Home > The "Customize"
	button lacks an
	aria-expanded attribute.
	Furthermore, the screen
	reader does not announce
	the switch role or the
	aria-checked state for the
	switch buttons nested
	within "Customize".
	Master Data Hub > Models
J 3.	
	> Add a Field or Field Group
	> Components that function
	as a tabset are missing the
	required roles (tablist,
	tabpanel). Furthermore, the
	aria-selected state does not
	dynamically update in
	response to user selections.

# **Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Not Applicable	There is no media with live audio content.
1.2.5 Audio Description (Prerecorded) Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Does Not Support	Global > Help > Onboarding > Prerecorded videos lack audio descriptions.
1.3.4 Orientation (Level AA 2.1 only)	Supports	The page appears and functions correctly in either orientation.



Does not apply to:		
Revised Section 508		
1.3.5 Identify Input Purpose (Level AA 2.1 only) Does not apply to: Revised Section 508	Does Not Support	Input fields that serve purposes identified in the Input Purposes for User Interface Components, however "autocomplete" attributes are not used to make each input purpose programmatically determinable.
1.4.3 Contrast (Minimum) Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Partially Supports	Most text meets minimum contrast requirements. However, some exceptions are present.  Exceptions include:  1. Event Streams > "Learn More" link with turquoise text on blue background.  2. Master Data Hub > Dashboard > Orange text on either white or gray background.  3. API Management > Dashboard > Active/Selected view of each chart/table.
1.4.4 Resize text Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Partially Supports	Text can be resized up to 200% without loss of content or functionality in most cases. However, some exceptions are present.  Exceptions include:  1. Home > The text that reads "Start your integration"overlaps with the adjacent image, and the text within the links below "Services" and "Resources" is truncated.  2. Master Data Hub > Dashboard > The combobox name is cut off.  3. Integration > Manage > Process Reporting > A list of



		comboboxes and interactive controls are obscured.
1.4.5 Images of Text Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Does Not Support	Several images of text are present on the Home page.
1.4.10 Reflow (Level AA 2.1 only) Does not apply to: Revised Section 508	Does Not Supports	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.
1.4.11 Non-text Contrast (Level AA 2.1 only) Does not apply to: Revised Section 508	Partially Supports	For the most part, non-text components have sufficient contrast between foreground and background. However, some exceptions are present.  Exceptions include:  1. Home > Border of the search input field.  2. API Management > Configure Server > Magnifying glass icons and borders of input fields.  3. Create an Application > Borders of input fields.
1.4.12 Text Spacing (Level AA 2.1 only) Does not apply to: Revised Section 508	Partially Supports	For the most part, no loss of content or functionality occurs at increased line height, paragraph spacing, letter spacing, or word spacing. However, some exceptions are present.  Exceptions include:  1. Event Streams > Dashboard > Text "High Backlog Activity by Topic" overlaps with adjacent text.  2. placeholder text in certain form fields is cut off.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Does not apply to:	Does Not Support	Content that appears on pointer hover is sometimes not hoverable and there is no mechanism



Revised Section 508  2.4.5 Multiple Ways		available to dismiss the content without moving the pointer hover.  Exceptions include:  1. Event Streams > Dashboard
Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Supports	Navigation links to each page on the site, a breadcrumbs region, as well as a search function, are provided.
2.4.6 Headings and Labels Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Partially Supports	For the most part, headings and labels clearly describe the topic or purpose for input fields. However, some exceptions are present.  Exceptions include:  1. Login > The show/hide password button lacks a descriptive label that clearly describes the purpose of this button.  2. Integration > Build > Browse Process Library > Several "View", and "Install" buttons lack descriptive labels. They are announced identically by the screen reader.
2.4.7 Focus Visible Also applies to: Revised Section 508  • 501 (Web)(Software)	Partially Supports	Most keyboard operable user interface components have a mode of operation where the keyboard



• 602.3 (Support Docs)		focus indicator is visible. However, some exceptions are present.  Exceptions include:  1. Home > The "X" close button within "Start your integration" component.  2. Integration > Build > "What apps do you want to connect" button.
3.1.2 Language of Parts Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Supports	All page content is in the same language.
3.2.3 Consistent Navigation Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Supports	The navigation menu appears on each page, with its elements in the same order.
3.2.4 Consistent Identification Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Partially Supports	Most repeated components are presented in the same relative order, and components with the same functionality are identified consistently across different pages.  Except:  1. The refresh button, which is called "Circular double arrow" on the Event Streams page, and is called "Refresh" on the Integration, Process Reporting page.
3.3.3 Error Suggestion Also applies to: Revised Section 508  • 501 (Web)(Software)  • 602.3 (Support Docs)	Supports	Input errors are identified and suggestions are described in text.
3.3.4 Error Prevention (Legal, Financial, Data) Also applies to: Revised Section 508  • 501 (Web)(Software)	Not Applicable	No data of a legal or financial nature is requested.



• 602.3 (Support Docs)		
4.1.3 Status Messages (Level AA 2.1 only) Does not apply to: Revised Section 508	Does Not Support	Status messages on the site cannot be programmatically determined through role or properties.  Examples include:  1. Global > Inline error messages are not read automatically by the screen reader.  2. Settings > Publisher > Success message following a successful save is not read automatically by the screen reader.  3. Create a Plan > Error message following failed login is not read automatically by the screen reader.

# **Section 508 Report**

# **Chapter 3:** <u>Functional Performance Criteria</u> (FPC)

Notes:		i
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 <b>Table 1:</b> 1.1.1, 1.2.3, 1.3.1, 1.3.2, 1.4.1, 2.1.1, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 3.3.1, 4.1.1, and 4.1.2, and <b>Table 2:</b> 1.2.5, 2.4.6, and 3.2.4.
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



302.3 Without Perception of Color	Partially Supports	criteria, as described in <b>Table 1</b> : 1.1.1, 1.2.3, 1.3.1, 1.3.2, 1.4.1, 2.1.1, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 3.3.1, 3.3.2, and 4.1.2, and <b>Table 2</b> : 1.2.5, 1.4.3, 1.4.4, 1.4.5, 2.4.6, 2.4.7, and 3.2.4  Users with limited or no perception of color will have issues with identifying and/or differentiating many components in the website, as described in <b>Table 1</b> : 1.4.1, and 3.3.1, and <b>Table 2</b> : 1.4.3
302.4 Without Hearing	Partially Supports	Users with limited or no hearing will be unable to identify some of the components, as described in <b>Table 1:</b> 1.1.1, and 1.2.3, and <b>Table 2:</b> 1.2.5.
302.5 With Limited Hearing	Partially Supports	See 302.4 Without Hearing
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 <b>Table 1:</b> 2.1.1, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 4.1.1, and 4.1.2, and <b>Table 2:</b> 2.4.6, 2.4.7, and 3.2.4
302.8 With Limited Reach and Strength	Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially 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 <b>Table 1:</b> 1.1.1, 1.2.3, 1.3.1, 1.3.2, 1.4.1, 2.1.1, 2.2.2, 2.4.1, 2.4.2,



	2.4.3, 2.4.4, 3.3.1, 3.3.2, 4.1.1,
	and 4.1.2, and <b>Table 2:</b> 1.2.5,
	1.4.5, 2.4.6, 2.4.7, 3.2.4

### **Chapter 4: Hardware**

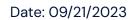
Notes: This is a web-only application that is subject to the requirements of WCAG 2.0, Levels A and AA, as specified in Tables 1 and 2.

### **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**

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no	Heading cell – no response
	response required	required
602 Support Documentation	Heading cell – no	Heading cell – no response
<u>ooz support Bocumentation</u>	response required	required
602.2 Accessibility and Compatibility		There is no section
Features		dedicated to information on
	Does Not Support	accessibility and features
		related to compatibility with
		assistive technologies.
602.3 Electronic Support	See WCAG 2.1	See information in WCAG
Documentation	section	2.1 section
602.4 Alternate Formats for	Not Applicable	All support documentation
Non-Electronic Support Documentation	Not Applicable	is available online.
603 Support Services	Heading cell – no	Heading cell – no response
<u>003 Support Services</u>	response required	required
		There is no section
603.2 Information on Accessibility and		dedicated to information on
Compatibility Features	Does Not Support	accessibility and features
		related to compatibility with
		assistive technologies.
		Multiple mediums of
603.3 Accommodation of	Does Not Support	communication options are
Communication Needs	bocs Not Support	not provided for support
		services, such as email





	addresses, and phone
	numbers.

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