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Reference:LatexRender

Accessibility Statement for BlueSpice 4.1

Hallo Welt! GmbH is committed to improving digital accessibility for all. We are continually improving the user experience for everyone, and are focused on applying the relevant accessibility standards.

Conformance status

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve web accessibility. It defines three levels of conformance: Level A, Level AA, and Level AAA. BlueSpice 4.1 is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

We document our progress in our BlueSpice [Voluntary Product Accessibility Report](#).

Feedback

We welcome your feedback on the accessibility of BlueSpice MediaWiki. Please let us know if you encounter accessibility barriers when using this helpdesk or any BlueSpice 4.1 installation.

Use the contact form on the BlueSpice Website: [Contact form](#)

Accessibility/VPAT BS4

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Report Info

Voluntary Accessibility Conformance Report, EN 301 549 Edition (Based on [VPAT® Version 2.4](#))

Name of Product/Version: BlueSpice 4.1

Report Date: January 2023

Product Description: Web-based MediaWiki knowledge management tool

Contact Information: [Submit a support form](#).

Notes: The current accessibility status is based on an official BITV accessibility test through an ITZBund test provider.

Internal product development methods used:

- [WCAG 2.1 Acceptance Criteria](#)
- NVDA Screen reader with Chrome (best effort use) / Partial JAWS screenreader testing
- PDF testing: [PAC 3 \(PDF Accessibility Checker\)](#), [PAVE](#) (PDF Accessibility)

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 2.1	Internally tested Level A (Partially tested: Level AA)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	Tested in January 2023 by an official ITZBund testing partner. See results in German .

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 Level AAA criteria.

WCAG 2.x Report

PDF output of wiki pages

PDF output of wiki pages is currently not sufficiently tagged and therefore cannot produce accessible PDFs.

It is, however, possible for users to upload and link accessible PDFs in the wiki.

Support documents

BlueSpice is documented in BlueSpice-based wikis. Therefore, the same criteria for Web /Authoring tools also apply for Support Docs. When content in and for these wikis is created (such as videos and wiki pages), these pages are frequently reviewed for accessibility (such as heading levels, alt-text, table syntax and captioning/transcripts for videos). In addition, the helpdesk footer contains an accessibility link to an accessibility disclaimer that allows users to provide feedback.

Bundled extensions

All extensions and functionality developed by HalloWelt! is regularly tested for accessibility issues starting with BlueSpice 4.1. Other bundled extensions not developed by HalloWelt! can have issues that need to be resolved by the according developers. We take as much time as possible to also review these extensions and provide accessibility information for them. [See attached list of extensions.](#)

Table 1: Success Criteria, Level A

Conformance level evaluations are based on an official accessibility test provided by a ITZBund testing partner.

Criteria	Conformance Level	Remarks and Explanations
		9.1.1.1a Alternative text for controls: Does not support 9.1.1.1b Alternative text for graphics and objects: Does not support

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) (EN 301 549: 9.1.1.1, 11.8.2, 12.2.4)	Partially supports	9.1.1.1c Empty alt-attributes for layout graphics: Not applicable 9.1.1.1d Alternatives for CAPTCHAs: Not applicable
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	Web/Authoring tool: Videos have to be captioned and hosted outside the wiki to have captions. Linked audio files are embedded with standard HTML<audio> tag. Support Docs: Video Tutorials are screencasts that are uploaded to YouTube including a caption file.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Web: Audio can be accompanied by text file; Accessible video can be uploaded to video streaming services. Embedded video: uses standard video-html-Tag. Authoring Tool: n/a - no authoring tool available.

Criteria	Conformance Level	Remarks and Explanations
		Support docs: Video Tutorials are screencasts that are uploaded to YouTube including a caption file.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	Web/Authoring tool: it is the responsibility of users to provide media alternatives to support this criterion. Support docs: Video tutorials are hosted on YouTube. Audio track and caption file already provides the necessary information.
		9.1.3.1 a HTML structure elements for headings: Supports 9.1.3.1 b HTML structure elements for lists: Supports 9.1.3.1 c HTML structure elements for quotations: Supports

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Partially supports	<p>9.1.3.1 d Content is outlined: Partially supports</p> <p>9.1.3.1 e Data tables are structured correctly: Does not support</p> <p>9.1.3.1 f Relation of table cells: Not applicable</p> <p>9.1.3.1 g No structural markup of layout tables: Supports</p> <p>9.1.3.1 h Labels of form elements can be detected: Partially supports</p>
1.3.2 Meaningful Sequence (Level A)	Supports	Skiplinks, sequence of menus and sidebars organized with landmarks, structural markup
1.3.3 Sensory Characteristics (Level A)	Supports	Elements are not dependent on or referenced by shape, size, sound or location
1.4.1 Use of Color (Level A)	Partially supports	Some visual indicators do not have correct alt text.
		There is no default

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A)	Not applicable	audio content provided. Users need to adhere to this criterion when creating audio content.
2.1.1 Keyboard (Level A)	Does not support	<p>All extensions and functionality developed by Hallo Welt! is regularly tested for keyboard functionality and corrected during regular updates. Other bundled extensions not developed by Hallo Welt can have issues that need to be resolved by the according developers.</p> <p>Keyboard traps in visual editing mode can be circumvented by adding content in source editing mode.</p>
2.1.2 No Keyboard Trap (Level A)	Does not support	Same as 2.1.1
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	
2.2.1 Timing Adjustable (Level A)	Supports	No timed content or functionality is used.
		No moving, blinking, scrolling, or auto-updating information that starts automatically

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Supports	is used.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	No flashing or blinking functionality is used.
2.4.1 Bypass Blocks (Level A)	Supports	Skip links (G124) and Aria landmarks (ARIA11) are provided.
2.4.2 Page Titled (Level A)	Supports	Users can provide meaningful H1 text (as page name or display title)
2.4.3 Focus Order (Level A)	Doesn't support	All extensions and functionality developed by HalloWelt! is regularly tested for keyboard functionality and focus order. Other bundled extensions not developed by HalloWelt can have issues that need to be resolved by the according developers. See attached list of extensions.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Web: Authoring Tool: Techniques used G91, ARIA7, ARA8
2.4.5 Multiple Ways (Level A)	Supports	Web: Authoring Tool: Techniques used G91, ARIA7, ARA8

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level A)	Supports	Web: Authoring Tool: Techniques used G91, ARIA7, ARA8
2.4.7 Focus visible (Level A)	Doesn't support	Web: Authoring Tool: Techniques used G91, ARIA7, ARA8
2.5.1 Pointer Gestures (Level A 2.1 only)	Not applicable	Application does not use functionality that uses multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	For content that is draggable, releasing the picked-up item outside a drop target reverses the action.
2.5.3 Label in Name (Level A 2.1 only)	Partially supports	For controls with a visible label (e.g., link text, button text, programmatically linked label, images in links with text) the accessible name is not always the same as the visible label. The accessible name does not always contain a match for the string of the visible label.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 only)	Not applicable	No device motion elements such as shaking or tilting of the user device are used.
3.1.1 Language of Page (Level A)	Supports	Lang attribute on html element is set (H57)
3.1.2 Language of Parts (Level A)	Supports	Lang attribute on html element is set (H57)
3.1.1 Language of Page (Level A)	Does not support	Lang attribute on html element is set (H57)
3.2.1 On Focus (Level A)	Does not support	All extensions and functionality developed by HalloWelt! is regularly tested for keyboard functionality and focus order. Other bundled extensions not developed by HalloWelt can have issues that need to be resolved by the according developers. See attached list of extensions.
3.2.2 On Input (Level A)	Partially supports	Forms are not automatically submitted when a user changes a field.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A)	Does not support	<p>Errors are displayed and announced correctly.</p> <ul style="list-style-type: none"> Alert banners with aria role alert conditional dialogs need to be acknowledged <p>Not supported:</p> <ul style="list-style-type: none"> No warnings in some cases, e.g. when a book is created without saving it.
3.3.2 Labels or Instructions (Level A)	Does not support	
3.3.3 Error suggestion (Level A)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level A)	Supports	
4.1.1 Parsing (Level A)	Does not support	<p>Correct parsing is continuously checked in IDEs as well as browser checks (Chrome Lighthouse). Errors are reported in ticket system.</p>
		<p>Mainly standard HTML controls and common frameworks such as bootstrap are used to create interace components.</p> <p>Applied techniques: Aria14,16; H91, H44, H64, H88</p>

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Does not support	Not supported: ExtJS Grid pagination currently does not correctly identify buttons. This functionality is used on many tables throughout the wiki.
4.1.3 Status messages (Level A)	Partially supports	Mainly standard HTML controls and common frameworks such as bootstrap are used to create interace components. Applied techniques: Aria14,16; H91, H44, H64, H88 Not supported: ExtJS Grid pagination currently does not correctly identify buttons. This functionality is used on many tables throughout the wiki.

Table 2: Success Criteria, Level AA

Conformance level evaluations are based on an official accessibility test provided by a ITZBund testing partner.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	No live audio content is provided.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	Web/Authoring Tool: No audio content is provided. Support docs: Video tutorials have subtitles.
1.3.4 Orientation (Level AA 2.1 only)	Supports	both landscape and portrait orientation are supported via css.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	The website /application does not collect personal information with forms as related to https://www.w3.org/TR/WCAG21/#input-purposes There are only a few personal information form fields in a logged-in user's preferences (such as username, name or email. These can be entered without autofill-option.
1.4.3 Contrast (Minimum) (Level AA)	Partially supports	Some button and text elements have low contrast.
1.4.4 Resize text (Level AA)	Does not support	

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA)	Does not support	Web: C22 Authoring Tool: C22 Support Docs: C22
1.4.10 Reflow (Level AA 2.1 only)	Does not support	Web: Authoring Tool:
1.4.11 Non-text Contrast (Level AA 2.1 only)	Does not support	Web: Authoring Tool:
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	Checked with WCAG Technique C35
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Does not support	Web: Authoring Tool:
2.4.5 Multiple Ways (Level AA)	Supports	Web: Authoring Tool:
2.4.6 Headings and Labels (Level AA)	Supports	Web: Authoring Tool:
2.4.7. Focus Visible (Level AA)	Does not support	Relies on browser accessibility setting to highlight focus, which can be activated by users.
3.1.2 Language of Parts (Level AA)	Does not support	lang attribute in html tag, authors can set lang for text passages. Web: H58 Authoring Tool: H58

Criteria	Conformance Level	Remarks and Explanations
		Support Docs: (different DE/EN wikis)
3.2.3 Consistent Navigation (Level AA)	Supports	Web: Authoring Tool:
3.2.4 Consistent Identification (Level AA)	Supports	Web: Authoring Tool:
3.3.3 Error Suggestion (Level AA)	Supports	Web: Authoring Tool:
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Web: Authoring Tool:
4.1.3 Status Messages (Level AA 2.1 only)	Partially supports	Web: Authoring Tool:

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Chapter 5: Generic Requirements

Conformance level evaluations are based on an official accessibility test provided by a ITZBund testing partner.

Criteria	Conformance Level	Remarks and Explanations
5.2 Activation of accessibility features	Not applicable	
5.3 Biometrics	Not applicable	
5.4 Preservation of accessibility information during conversion	Supported	

Chapter 9: Web (see WCAG 2.x section)

The WCAG test with its 60 checkpoints in Table 1 and Table 2 is a subset of the BITV-Test (92 checkpoints). Each WCAG checkpoint therefore maps as follows to EN 301 549:

WCAG example	Corresponding BITV checkpoint
Checkpoint 1.1.1	<p>BITV prefixes the WCAG checkpoints with the number 9. Therefore, this checkpoint is referenced as 9.1.1.1.</p> <p>In addition the WCAG checkpoints also always apply to the following BITV checkpoints:</p> <p>11.8.2: Accessible content creation</p> <p>12.2.4: Accessible support documentation</p>

[Jump to Table 1: Success Criteria, Level A](#)

[Jump to Table 2: Success Criteria, Level AA](#)

Chapter 12: Documentation and Support Services

Conformance level evaluations are based on an official accessibility test provided by a ITZBund testing partner.

Criteria	Conformance Level	Remarks and Explanations
12.1.1 Accessibility and compatibility features	Not applicable	
12.1.2 Accessible documentation	Not supported	Helpdesk is based on BlueSpice pro. Any accessibility issues of the application apply here as well.
12.2.2 Information on accessibility and compatibility features	Not applicable	
12.2.3 Effective communication	Not applicable	
12.2.4 Accessible documentation	Not applicable	