



The Security Division of EMC

Voluntary Product Accessibility Template for RSA SecurID Token for Microsoft Windows

www.rsa.com/

Subject: EMC Product Voluntary Product Accessibility (VPAT) Report

Date: November 2013

Name of Product: RSA SecurID Token

Contact for more Information: <http://www.emc.com>

Table 1. Summary Table

| Criteria | Supporting features | Remarks and explanations |
|---|---|---|
| Section 1194.21 Software applications and operating systems | Refer to the attached VPAT detail table | Refer to the attached VPAT detail table |
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| Section 1194.31 Functional performance criteria | Refer to the attached VPAT detail table | Refer to the attached VPAT detail table |
| Section 1194.41 Information, documentation and support | Refer to the attached VPAT detail table | Refer to the attached VPAT detail table |

Table 2. Section 1194.21 Software Applications and Operating Systems – Detail

| Criteria | Supporting Features | Remarks and explanations |
|---|--------------------------|--|
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a | Supports with exceptions | Navigation of application menus and all the functionality is supported from a keyboard on primary pages; |

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| function can be discerned textually. | | however one of the secondary pages (Import Token screen) does not fully support keyboard access. |
| (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer. | Supports with exceptions | This software product does not interfere with most of Microsoft Windows operating systems accessibility features. High Contrast mode is not supported. User cannot use increased font size in the operating system. |
| (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes. | Supports | This software product supports on-screen focus tracking. |
| (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text. | Supports with exceptions | This software product provides information about most user interface elements to Assistive Technology. Count-down bar on Tokencode/Passcode screens are not being supported. |
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance. | Supports | Icons (bitmaps) maintain their meaning throughout an applications performance. |
| (f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes. | Supports | This software product provides textual information through operating system functions for displaying text. |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Does not Support | User selected color and contrast schemes and other individual display attributes set through Microsoft Windows are not maintained while running application and are overridden with applications defaults. |
| (h) When animation is displayed, the information shall be displayable in at least one | Does not support | Animation is being displayed for the count-down bar. It is |

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| non-animated presentation mode at the option of the user. | | not being supported by the screen reader. |
| (i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Supports | This software product does not use color coding to convey information, actions, prompting responses or distinguishing visual elements. |
| (j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided. | Not applicable | This software product does not permit users to adjust color and contrast settings. |
| (k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz. | Supports | This software product does not support a blinking and flashing content. The cursor blink rate can be adjusted to less than 2Hz. |
| (l) When electronic forms are used, 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. | Supports with exception | Form information, field elements, and functionality for completion and submission of electronic forms on primary pages are accessible with Assistive Technology. One of the secondary pages (Import Token screen) does not fully support access with Assistive Technology. |

Table 3. Section 1194.22 Web-based Internet Information and Applications – Details

| Criteria | Supporting Features | Remarks and explanations |
|--|---------------------|--------------------------|
| (a) A text equivalent for every non-text element shall be provided (e.g., via “alt”, “longdesc”, or in element content) | Not applicable | Not a web-based product. |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Not applicable | Not a web-based product. |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup. | Not applicable | Not a web-based product. |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet. | Not applicable | Not a web-based product. |
| (e) Redundant text links shall be provided for each active region of a server-side image map. | Not applicable | Not a web-based product. |
| (f) Client-side images maps shall be provided instead of server-side maps where the regions cannot be defined with an available geometric shape. | Not applicable | Not a web-based product. |
| (g) Row and column headers shall be identified for data tables. | Not applicable | Not a web-based product. |
| (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. | Not applicable | Not a web-based product. |
| (i) Frames shall be titled with text that facilitates frame identification and navigation. | Not applicable | Not a web-based product. |
| (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2hz and lower than 55hz. | Not applicable | Not a web-based product. |
| (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 be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes. | Not applicable | Not a web-based product. |
| (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. | Not applicable | Not a web-based product. |
| (m) When a web page requires that an applet, plug-in or other application be present on the | Not applicable | Not a web-based product. |

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| client system to interpret page content, the page must provide a link to a plug-in applet that complies with 1194.21 (a) through (i). | | |
| (n) When electronic forms are designed to be completed in-line, the form shall allow people using Assistive Technology to access the information for completion and submission of the form, including all directions and cues. | Not applicable | Not a web-based product. |
| (o) A method shall be provided that permits users to skip repetitive navigation links. | Not applicable | Not a web-based product. |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Not applicable | Not a web-based product. |

Table 4. Section 1194.23 Telecommunications Products – Detail

| Criteria | Supporting Features | Remarks and explanations |
|--|---------------------|-----------------------------------|
| (a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use. | Not Applicable | Not a Telecommunications product. |
| (b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols. | Not Applicable | Not a Telecommunications product. |
| (c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs. | Not Applicable | Not a Telecommunications product. |
| (d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required. | Not Applicable | Not a Telecommunications product. |
| (e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays. | Not Applicable | Not a Telecommunications product. |
| (f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided. | Not Applicable | Not a Telecommunications product. |
| (g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use. | Not Applicable | Not a Telecommunications product. |

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| <p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p> | <p>Not Applicable</p> | <p>Not a Telecommunications product.</p> |
| <p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p> | <p>Not Applicable</p> | <p>Not a Telecommunications product.</p> |
| <p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p> | <p>Not Applicable</p> | <p>Not a Telecommunications product.</p> |
| <p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p> | <p>Not Applicable</p> | <p>Not a Telecommunications product.</p> |
| <p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p> | <p>Not Applicable</p> | <p>Not a Telecommunications product.</p> |

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| <p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p> | <p>Not Applicable</p> | <p>Not a Telecommunications product.</p> |
| <p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p> | <p>Not Applicable</p> | <p>Not a Telecommunications product.</p> |

Table 5. Section 1194.24 Video and Multi-media Products

| Criteria | Supporting Features | Remarks and explanations |
|---|-----------------------|--|
| <p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry, which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p> | <p>Not Applicable</p> | <p>Not a video or multi-media product.</p> |
| <p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p> | <p>Not Applicable</p> | <p>Not a video or multi-media product.</p> |
| <p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p> | <p>Not Applicable</p> | <p>Not a video or multi-media product.</p> |
| <p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.</p> | <p>Not Applicable</p> | <p>Not a video or multi-media product.</p> |
| <p>(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p> | <p>Not Applicable</p> | <p>Not a video or multi-media product.</p> |

Table 6. Section 1194.25 Self-Contained, Closed Products

* Refer to (<http://www.access-board.gov/sec508/guide/1194.26.htm>) for details on the guidelines below.

| Criteria | Supporting Features | Remarks and explanations |
|--|---------------------|---|
| (a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology. | Not Applicable | This product is not a self contained, closed product. |
| (b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Not Applicable | This product is not a self contained, closed product. |
| (c) Where a product utilizes touch screens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4). | Not Applicable | This product is not a self contained, closed product. |
| (d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided. | Not Applicable | <p>This product is not a self contained, closed product (See Note).</p> <p>Note: If this product will be used as part of a self-contained or closed product, please contact EMC for additional information.</p> |
| (e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime. | Not Applicable | <p>This product is not a self contained, closed product (See Note).</p> <p>Note: If this product will be used as part of a self-contained or closed product, please contact EMC for additional information.</p> |
| (f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use. | Not Applicable | This product is not a self contained, closed product. |

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| <p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> | <p>Not Applicable</p> | <p>This product is not a self contained, closed product.</p> |
| <p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p> | <p>Not Applicable</p> | <p>This product is not a self contained, closed product.</p> |
| <p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p> | <p>Not Applicable</p> | <p>This product is not a self contained, closed product.</p> |
| <p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p> | <p>Not Applicable</p> | <p>This product is not a self contained, closed product.</p> |
| <p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p> | <p>Not Applicable</p> | <p>This product is not a self contained, closed product.</p> |
| <p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p> | <p>Not Applicable</p> | <p>This product is not a self contained, closed product.</p> |

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| <p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p> | <p>Not Applicable</p> | <p>This product is not a self contained, closed product.</p> |
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Table 7. Section 1194.26 Desktop and Portable Computers - Detail

| Criteria | Supporting Features | Remarks and explanations |
|---|---------------------|--|
| (a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4). | Not Applicable | Product does not use touch-operated controls. The array is not a desktop or portable computer. |
| (b) If a product utilizes touch screens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4). | Not Applicable | Product does not use touch-operated controls. The array is not a desktop or portable computer. |
| (c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided. | Not Applicable | Product does not use biometric forms of user identification or control. The array is not a desktop or portable computer. |
| (d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards. | Not Applicable | Product does not use touch-operated controls. The array is not a desktop or portable computer. |

Table 8. Section 1194.31 Functional Performance Criteria - Detail

| Criteria | Supporting Features | Remarks and explanations |
|---|--------------------------|---|
| (a) At least one mode of operation 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. | Supports | This software product supports Assistive Technologies (JAWS screen reader) to provide a mode of operation and information retrieval on primary pages for people who are blind or visually impaired. |
| (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. | Supports | This software product provides a mode of operation and information retrieval for people with visual acuity 20/70 by using compatible Assistive Technology (e.g. using JAWS screen reader). |
| (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 | Supports | Does not require user hearing to operate or for information retrieval. |
| (d) Where audio 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. | Not Applicable | This software product does not use audio. |
| (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. | Supports | Does not require user speech for operation or information retrieval. |
| (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. | Supports with exceptions | Primary pages are being fully supported, however one of the secondary pages (Import Token screen needs a use of a mouse. |

Table 9. Section 1194.41 Information, Documentation, and Support – Detail

| Criteria | Supporting Features | Remarks and explanations |
|---|---------------------|--|
| Section 1194.41 (a) Product Support Documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. | Supports | RSA provides electronic versions of all product support documentation. Alternate versions will be provided on request. |
| Section 1194.41 (b) Accessibility and Compatibility Features. 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. | Does Not Support | This product does not provide information on accessibility features within documentation. |
| 1194.41 (c) Support Services for products shall accommodate the communication needs of end-users with disabilities. | Supports | RSA will provide support services that accommodate the needs of end-users with disabilities. |

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