Siteimprove Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.5)

Name of Product:

The Siteimprove Intelligence Platform:

- Dashboards
- Accessibility
- Quality Assurance
- Performance
- Data Privacy
- SEO
- Ads
- Analytics
- Policy
- Settings
- Frontier

Browser extensions:

- Siteimprove Accessibility Checker
- Siteimprove Browser Extension

Other:

- Siteimprove CMS plugin

Report Date:

April 11, 2026

Product Description:

Digital optimization platform

Contact Information:

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Evaluation Methods Used:

- Automatic testing:
  - Siteimprove Accessibility product
- Manual testing:
  - Siteimprove Accessibility Checker (browser extension)
  - Screen readers
  - Keyboard-only navigation
  - Audits of select pages
- Test Environment:
  - PC
  - Operating System: Windows 11
  - Browsers: Chrome, IE, and Firefox
  - Screen readers: JAWS and NVDA

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 (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)

Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services in Europe - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services in Europe - V3.2.1 (2021-03)	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 only be used only in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• All meaningful non-text content has appropriate text alternatives. Informative images include descriptive alt text, and decorative images are marked to be ignored by assistive technologies. Verified through manual inspection, automated testing, and screen reader testing.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) Revised Section 508 • 501 (Web)(Software)	Not Applicable	• The product does not include audio or video content within the platform.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) Revised Section 508 • 501 (Web)(Software)	Not Applicable	• The product does not include audio or video content within the platform.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) Revised Section 508 • 501 (Web)(Software)	Not Applicable	• The product does not include audio or video content within the platform.

1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Structure and relationships are programmatically conveyed using semantic HTML (e.g., headings, lists, form labels, table markup). Assistive technologies can correctly interpret content structure. Verified via code inspection, automated testing, and screen reader testing. • PDF Reports: The format of PDF documents cannot accurately convey the role or relationship of many interactive elements. Please refer to our HTML reports instead.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Content order in the DOM matches the intended visual and logical reading sequence. Assistive technologies present content in a meaningful order. Verified through keyboard and screen reader navigation.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Instructions do not rely solely on sensory characteristics such as shape, color, or position. Additional textual cues are provided where needed.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) Revised Section 508 • 501 (Web)(Software)	Partially Supports	SEO and Ads modules: • Line charts are missing a toggle for adding unique patterns to the individual lines. Workaround until the issue has been solved: Data in line charts can be interpreted by isolating individual series (e.g., toggling lines on/off) or by hovering/tabbing to lines to view their associated values and labels.

1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) Revised Section 508 • 501 (Web)(Software)	Not Applicable	• The product does not play audio automatically.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Partially Supports	SEO module: • The AI Generate feature does not support keyboard navigation for selecting segments of text. There is currently no known workaround – the feature requires mouse interaction to select text segments, but we are exploring options for improving this.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Users can navigate into and out of all components using a keyboard. No keyboard traps are present. Verified via manual testing.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) Revised Section 508 – Does not apply	Not Applicable	• The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) Revised Section 508 • 501 (Web)(Software)	Not Applicable	• This criterion does not apply, as the product does not impose time limits on user interactions or sessions that would require adjustment or extension.

2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Animations are limited in duration and do not persist beyond five seconds. All animations also respect user system preferences and can be disabled via operating system or browser settings (e.g., reduced motion settings). Verified through interface review and testing.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Animations are limited in duration and do not persist beyond five seconds. All animations also respect user system preferences and can be disabled via operating system or browser settings (e.g., reduced motion settings). Verified through interface review and testing.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Supports	• Mechanisms such as ‘skip to content’ links are provided to bypass repeated navigation. Verified via keyboard testing.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Pages have descriptive and unique titles that reflect their purpose. Verified through browser and automated testing.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Focus order follows a logical and intuitive sequence. Verified through keyboard navigation testing.

2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Link text clearly describes the destination or purpose when considered in its context. Verified through content review and manual testing.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) Revised Section 508 – Does not apply	Supports	• All functionality can be operated using single-pointer interactions (e.g., click or tap), and no functionality requires path-based or multi-point gestures. Components are implemented using a design system whose components have been vetted for accessibility. Verified through manual interaction testing.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) Revised Section 508 – Does not apply	Supports	• Functionality is triggered on pointer up-events (e.g., click or tap release), allowing users to cancel actions by moving the pointer away before completion. Components are implemented using a design system whose components have been vetted for accessibility. No irreversible actions are triggered on pointer down-events. Verified through manual interaction testing.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) Revised Section 508 – Does not apply	Supports	• User interface components with visible text labels include those labels in their accessible names. This ensures that assistive technologies, including speech input, can reference controls using the same visible text. Components are implemented using a design system whose components have been vetted for accessibility. Verified through code inspection, automated testing, and assistive technology testing.

2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) Revised Section 508 – Does not apply	Not Applicable	• The product does not have functionality that uses device motion or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• The default language of each page is programmatically defined. Verified through code inspection.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Components do not trigger unexpected changes when receiving focus. Verified through interaction testing.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Changes of context are not triggered unexpectedly upon user input. Verified through form interaction testing.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	• Help mechanisms are provided through the “Resource Center” dropdown in the top navigation bar and are presented consistently across pages within the platform. Verified through interface review and testing.

3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) Revised Section 508 • 501 (Web)(Software)	Partially Supports	Login screen: • Login error messages are not automatically announced by assistive technology when they appear. Workaround until the issue has been solved: Users of assistive technologies can navigate to and explore the page content (e.g., via virtual cursor or reading commands) to locate error messages when they are not automatically announced.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Inputs include clear labels and instructions where necessary. Verified through UI and screen reader testing.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	• Users are not required to re-enter information previously provided within the same process. Previously entered data is retained, auto-filled, or made available for selection where applicable. Verified through form interaction testing.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) – Does not apply EN 301 549 Criteria • 9.4.1.1 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• User interface components expose correct name, role, and value to assistive technologies. Verified using accessibility APIs, automated testing, and screen reader testing.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) Revised Section 508 • 501 (Web)(Software)	Not Applicable	• The product does not have live audio.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) Revised Section 508 • 501 (Web)(Software)	Not Applicable	• The product does not include audio or video content within the platform.
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) Revised Section 508 – Does not apply	Supports	• Content is not restricted to a single display orientation and supports both portrait and landscape modes. The interface adapts responsively without loss of functionality. Verified through responsive design and interface testing.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) Revised Section 508 – Does not apply	Supports	• Input fields that collect user information include programmatically identifiable purposes using appropriate autocomplete attributes where applicable. This supports assistive technologies and browser-based autofill. Components are implemented using a design system whose form patterns have been vetted for accessibility. Verified through code inspection and testing.

1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Text and interactive elements meet minimum contrast requirements (at least 4.5:1 for text) across the interface. Components are implemented using a design system with defined color tokens that have been vetted for accessibility. Verified using automated tools and manual color contrast testing.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Text can be resized up to 200% using browser zoom without loss of content or functionality. The interface reflows appropriately and remains usable without horizontal scrolling where applicable. Verified through browser zoom and responsive testing.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Text is implemented using real text rather than images wherever possible. Images of text are not used except where essential for visual presentation (e.g., logos). Verified through design and code review.
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) Revised Section 508 – Does not apply	Partially Supports	• When a modal dialog has an action bar at the bottom (e.g., Cancel and Save buttons), it is not possible to scroll its contents with the viewport at 200% zoom. There's currently no known workaround when using 200% zoom or higher; users may need to reduce zoom level or use alternative viewport sizes to access this content.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) Revised Section 508 – Does not apply	Supports	• User interface components and graphical objects have sufficient contrast against adjacent colors to meet minimum requirements. Components are implemented using a design system with color tokens vetted for accessibility. Verified through design review and contrast testing.

1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) Revised Section 508 – Does not apply	Supports	• Content remains readable and functional when user-defined text spacing is applied (including line height, letter spacing, and paragraph spacing). No loss of content or functionality occurs. Verified through manual testing with custom CSS overrides.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) Revised Section 508 – Does not apply	Supports	• Content that appears on hover or focus is dismissible, remains visible while hovered or focused, and does not obscure essential content. Verified through interaction testing.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Supports	• Multiple ways are provided to locate content within the platform, such as navigation menus, search functionality, and contextual links. Verified through interface review and testing.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Headings and labels are descriptive and clearly convey the purpose of sections and controls. Semantic structure is used to support navigation and understanding. Verified through content review, code inspection, and automated testing.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Interactive elements provide a visible focus indicator that is clearly distinguishable when navigating via keyboard. Components are implemented using a design system with defined focus styles. Verified through keyboard navigation testing.
2.4.11 Focus Not Obscured (Minimum) (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	• When interactive elements receive focus, they are not fully obscured by other content and remain at least partially visible within the viewport. Verified through keyboard navigation and interface testing.

2.5.7 Dragging Movements (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	• Functionality does not rely solely on dragging movements; alternative methods such as click or tap interactions are available. Verified through interaction testing.
2.5.8 Target Size (Minimum) (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	• Interactive targets meet minimum size requirements or have sufficient spacing to reduce accidental activation. Components are implemented using a design system with consistent sizing and spacing. Verified through design review, automated testing, and interface testing.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• Changes in language within content are programmatically identified where applicable, allowing assistive technologies to correctly interpret and present the content. Verified through code inspection.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Supports	• Navigation mechanisms that are repeated across pages appear in a consistent order and location. Components are implemented using a design system to ensure consistency. Verified through interface review and testing.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Supports	• The product follows a styleguide which ensures uniformity in look and behavior between components of the same type.

3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• When input errors are detected, users are provided with clear suggestions for correction where applicable. Error messages describe the issue and indicate how it can be resolved. Verified through form interaction testing.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) Revised Section 508 • 501 (Web)(Software)	Supports	• For actions that may result in significant data changes or irreversible outcomes, users are provided with mechanisms to review, confirm, or undo submissions. Verified through interface and interaction testing.
3.3.8 Accessible Authentication (Minimum) (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	• Authentication does not rely on cognitive function tests such as memorization or transcription. Users can use password managers and browser-based autofill to enter credentials. Verified through authentication flow testing.
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) Revised Section 508 – Does not apply	Supports	• Status messages are programmatically conveyed without requiring focus changes. Verified through assistive technology testing.

Table 3: Success Criteria, Level AAA

Notes: The product has not been evaluated for Level AAA conformance.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations

302.1 Without Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Partially Supports	• The product is optimized for use with assistive technologies such as screen readers and braille displays • See WCAG 2.x Report for more details
302.2 With Limited Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Partially Supports	• The product is optimized for high contrasts and for use with assistive technologies such as screen readers and braille displays • See WCAG 2.x Report for more details
302.3 Without Perception of Color Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supports	• The product is optimized for high contrasts and distinguishes between elements and information through other means than color alone • See WCAG 2.x Report for more details
302.4 Without Hearing Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	• The product does not use audio as the sole way to convey information or meaning
302.5 With Limited Hearing Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	• The product does not use audio as the sole way to convey information or meaning
302.6 Without Speech Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	• The product does not require the use of speech for operating inputs or controlling interfaces

302.7 With Limited Manipulation Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Supports	• The product has been optimized for operating through pointer device, keyboard device or through speech, and input controls have been designed to not require fine motor control • See WCAG 2.x Report for more details
302.8 With Limited Reach and Strength Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supports	• The product is built upon standard web technologies and does not require specific reach or strength to use
302.9 With Limited Language, Cognitive, and Learning Abilities ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports	• The product features descriptions and information in plain language whenever possible. Some products refer to technological terms or standards documents, in which case helpful explanations or links are attached

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	• See WCAG 2.x Report for more details
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Supports	• There are no separate accessibility features or settings; the product has been coded to be accessible

502.2.2 No Disruption of Accessibility Features Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports	• The product has not been known to disrupt any accessibility features
502.3 Accessibility Services		
502.3.1 Object Information The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Supports	• The product is built upon standard web technologies compatible with assistive technologies
502.3.2 Modification of Object Information States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	• The product is built upon standard web technologies compatible with assistive technologies
502.3.3 Row, Column, and Headers If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Supports	• The product is built upon standard web technologies compatible with assistive technologies
502.3.4 Values Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Supports	• The product is built upon standard web technologies compatible with assistive technologies
502.3.5 Modification of Values Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	• The product is built upon standard web technologies compatible with assistive technologies
502.3.6 Label Relationships Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Supports	• The product is built upon standard web technologies compatible with assistive technologies
502.3.7 Hierarchical Relationships Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Supports	• The product uses semantic HTML and ARIA where needed to expose parent-child relationships programmatically

502.3.8 Text The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Supports	• Text content and attributes are exposed through standard web technologies compatible with assistive technologies
502.3.9 Modification of Text Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	• Text input and editable content are implemented using standard web controls that support assistive technologies
502.3.10 List of Actions A list of all actions that can be executed on an object shall be programmatically determinable.	Supports	• Available actions are exposed through standard interactive elements and are programmatically determinable
502.3.11 Actions on Objects Applications shall allow assistive technology to programmatically execute available actions on objects.	Supports	• All interactive elements can be operated programmatically via standard web technologies and assistive technologies
502.3.12 Focus Cursor Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Supports	• See WCAG 2.x Report for more details
502.3.13 Modification of Focus Cursor Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Supports	• Focus and text cursor behavior follow standard browser and platform conventions compatible with assistive technologies
502.3.14 Event Notification Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Supports	• Changes in state, value, and content are communicated using standard web technologies compatible with assistive technologies

502.4 Platform Accessibility Features Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below: A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided.	Supports	• The product is a web application and relies on the underlying platform's accessibility features, which are supported through standard web technologies
503 Applications		
503.2 User Preferences Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor. EXCEPTION: Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.	Not Applicable	• The product is exempt from this criterion, as it is a Web application
503.3 Alternative User Interfaces Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	• There is no alternative user interface
503.4 User Controls for Captions and Audio Description		

503.4.1 Caption Controls Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Not Applicable	• The product does not provide audio or video playback functionality
503.4.2 Audio Description Controls Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Not Applicable	• The product does not provide audio or video playback functionality
504 Authoring Tools		
504.2 Content Creation or Editing	Not Applicable	• The product is not an authoring tool for creating or editing user content
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not Applicable	• The product does not provide content conversion or export between formats
504.2.2 PDF Export Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).	Not Applicable	• The product does not provide functionality for exporting content to PDF
504.3 Prompts Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	• The product does not provide authoring functionality that guides content creation

504.4 Templates Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	• The product does not provide templates for content creation

Chapter 6: Support Documentation and Services

Notes: Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Not Applicable	• The product does not have specific accessibility features that can be enabled/disabled
602.3 Electronic Support Documentation Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Not Evaluated	• Help Center support articles have not been assessed for compliance
602.4 Alternate Formats for Non-Electronic Support Documentation Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Not Applicable	• Help Center offers support documentation in an electronic format
603 Support Services		

603.2 Information on Accessibility and Compatibility Features ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Not Applicable	• The product does not have specific accessibility features that can be enabled/disabled
603.3 Accommodation of Communication Needs Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	• Support services are provided through standard communication channels, and reasonable accommodations can be arranged upon request

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Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that does not require vision. NOTE 1: A web page or application with a well formed semantic structure can allow users without vision to identify, navigate and interact with a visual user interface. NOTE 2: Audio and tactile user interfaces may contribute towards meeting this clause.	Supports	• NOTE 1 is applicable to the product

4.2.2 Usage with limited vision Where ICT provides visual modes of operation, some users will need the ICT to provide features that enable users to make better use of their limited vision. NOTE 1: Magnification, reduction of required field of vision and control of contrast, brightness and intensity can contribute towards meeting this clause. NOTE 2: Where significant features of the user interface are dependent on depth perception, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause. NOTE 3: Users with limited vision may also benefit from non-visual access (see clause 4.2.1).	Supports	• The product supports use with limited vision through compatibility with browser-based zoom, high contrast modes, and assistive technologies. Content remains readable and functional when zoomed, and interface elements maintain sufficient contrast and clarity. The platform relies on standard web technologies that integrate with operating system and browser accessibility features.
4.2.3 Usage without perception of colour Where ICT provides visual modes of operation, some users will need the ICT to provide a visual mode of operation that does not require user perception of colour. NOTE: Where significant features of the user interface are colour-coded, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.	Supports	• See WCAG 2.x 1.4.1 Use of Color
4.2.4 Usage without hearing Where ICT provides auditory modes of operation, some users need ICT to provide at least one mode of operation that does not require hearing. NOTE: Visual and tactile user interfaces may contribute towards meeting this clause.	Not Applicable	• The product does not use audio as the sole way to convey information or meaning

4.2.5 Usage with limited hearing Where ICT provides auditory modes of operation, some users will need the ICT to provide enhanced audio features. NOTE 1: Enhancement of the audio clarity, reduction of background noise, increased range of volume and greater volume in the higher frequency range can contribute towards meeting this clause. NOTE 2: Users with limited hearing may also benefit from non-hearing access (see clause 4.2.4).	Not Applicable	• The product does not use audio as the sole way to convey information or meaning
4.2.6 Usage without vocal capability Where ICT requires vocal input from users, some users will need the ICT to provide at least one mode of operation that does not require them to generate vocal output. NOTE 1: This clause covers the alternatives to the use of orally-generated sounds, including speech, whistles, clicks, etc. NOTE 2: Keyboard, pen or touch user interfaces may contribute towards meeting this clause.	Not Applicable	• The product does not require vocal input

4.2.7 Usage with limited manipulation or strength Where ICT requires manual actions, some users will need the ICT to provide features that enable users to make use of the ICT through alternative actions not requiring manipulation or hand strength. NOTE 1: Examples of operations that users may not be able to perform include those that require fine motor control, path dependent gestures, pinching, twisting of the wrist, tight grasping, or simultaneous manual actions. NOTE 2: One-handed operation, sequential key entry and speech user interfaces may contribute towards meeting this clause. NOTE 3: Some users have limited hand strength and may not be able to achieve the level of strength to perform an operation. Alternative user interface solutions that do not require hand strength may contribute towards meeting this clause.	Supports	• The product supports keyboard navigation and does not require complex gestures or sustained physical effort
4.2.8 Usage with limited reach Where ICT products are free-standing or installed, the operational elements will need to be within reach of all users. NOTE: Considering the needs of wheelchair users and the range of user statures in the placing of operational elements of the user interface may contribute towards meeting this clause	Supports	• The product is built upon standard web technologies and does not require specific reach or strength to use
4.2.9 Minimize photosensitive seizure triggers Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that minimizes the potential for triggering photosensitive seizures. NOTE: Limiting the area and number of flashes per second may contribute towards meeting this clause.	Supports	• The product uses animation sparingly. The product also respects if the user has requested reduced motion through the user's operating system settings.

4.2.10 Usage with limited cognition Some users will need the ICT to provide features that make it simpler and easier to use. NOTE 1: This clause is intended to include the needs of persons with limited cognitive, language and learning abilities. NOTE 2: Adjustable timings, error indication and suggestion, and a logical focus order are examples of design features that may contribute towards meeting this clause.	Supports	• NOTE 2: Error Suggestion and Adjustable Timing are Not Applicable
4.2.11 Privacy Where ICT provides features that are provided for accessibility, some users will need their privacy to be maintained when using those ICT features that are provided for accessibility. NOTE: Enabling the connection of personal headsets for private listening, not providing a spoken version of characters being masked and enabling user control of legal, financial and personal data are examples of design features that may contribute towards meeting this clause.	Not Applicable	• The product does not provide built-in accessibility features that require additional privacy considerations beyond standard platform behavior

Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality		
5.1.2 General		
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access		

5.1.3.1 Audio output of visual information Where visual information is needed to enable the use of those functions of ICT that are closed to assistive technologies for screen reading, ICT shall provide at least one mode of operation using non-visual access to enable the use of those functions. NOTE 1: Non-visual access may be in an audio form, including speech, or a tactile form. NOTE 2: The visual information needed to enable use of some functions may include operating instructions and orientation, transaction prompts, user input verification, error messages and non-text content.	Not Applicable	• The product does not provide closed functionality requiring non-visual audio output
5.1.3.2 Auditory output delivery including speech Where auditory output is provided as non-visual access to closed functionality, the auditory output shall be delivered: a) either directly by a mechanism included in or provided with the ICT; or b) by a personal headset that can be connected through a 3,5 mm audio jack, or an industry standard connection, without requiring the use of vision. NOTE 1: Mechanisms included in or provided with ICT may be, but are not limited to, a loudspeaker, a built-in handset/headset, or other industry standard coupled peripheral. NOTE 2: An industry standard connection could be a wireless connection. NOTE 3: Some users may benefit from the provision of an inductive loop.	Not Applicable	• The product does not provide speech output functionality

5.1.3.3 Auditory output correlation Where auditory output is provided as non-visual access to closed functionality, and where information is displayed on the screen, the ICT should provide auditory information that allows the user to correlate the audio with the information displayed on the screen. NOTE 1: Many people who are legally blind still have visual ability, and use aspects of the visual display even if it cannot be fully comprehended. An audio alternative that is both complete and complementary includes all visual information such as focus or highlighting, so that the audio can be correlated with information that is visible on the screen at any point in time. NOTE 2: Examples of auditory information that allows the user to correlate the audio with the information displayed on the screen include structure and relationships conveyed through presentation.	Not Applicable	• The product does not provide speech output functionality
5.1.3.4 Speech output user control Where speech output is provided as non-visual access to closed functionality, the speech output shall be capable of being interrupted and repeated when requested by the user, where permitted by security requirements. NOTE 1: It is best practice to allow the user to pause speech output rather than just allowing them to interrupt it. NOTE 2: It is best practice to allow the user to repeat only the most recent portion rather than requiring play to start from the beginning.	Not Applicable	• The product does not provide speech output functionality
5.1.3.5 Speech output automatic interruption Where speech output is provided as non-visual access to closed functionality, the ICT shall interrupt current speech output when a user action occurs and when new speech output begins. NOTE: Where it is essential that the user hears the entire message, e.g. a safety instruction or warning, the ICT may need to block all user action so that speech is not interrupted.	Not Applicable	• The product does not provide speech output functionality

5.1.3.6 Speech output for non-text content Where ICT presents non-text content, the alternative for non-text content shall be presented to users via speech output unless the non-text content is pure decoration or is used only for visual formatting. The speech output for non-text content shall follow the guidance for "text alternative" described in WCAG 2.1 [5] Success Criterion 1.1.1.	Not Applicable	• The product does not provide speech output functionality
5.1.3.7 Speech output for video information Where pre-recorded video content is needed to enable the use of closed functions of ICT and where speech output is provided as non-visual access to closed functionality, the speech output shall present equivalent information for the pre-recorded video content. NOTE: This speech output can take the form of an audio description or an auditory transcript of the video content.	Not Applicable	• The product does not provide video playback or speech output functionality
5.1.3.8 Masked entry Where auditory output is provided as non-visual access to closed functionality, and the characters displayed are masking characters, the auditory output shall not be a spoken version of the characters entered unless the auditory output is known to be delivered only to a mechanism for private listening, or the user explicitly chooses to allow non-private auditory output. NOTE 1: Masking characters are usually displayed for security purposes and include, but are not limited to asterisks representing personal identification numbers. NOTE 2: Unmasked character output might be preferred when closed functionality is used, for example, in the privacy of the user's home. A warning highlighting privacy concerns might be appropriate to ensure that the user has made an informed choice.	Supports	• Sensitive input fields (e.g. passwords) are implemented using standard web technologies and do not expose entered characters to assistive technologies unless appropriate

5.1.3.9 Private access to personal data Where auditory output is provided as non-visual access to closed functionality, and the output contains data that is considered to be private according to the applicable privacy policy, the corresponding auditory output shall only be delivered through a mechanism for private listening that can be connected without requiring the use of vision, or through any other mechanism explicitly chosen by the user. NOTE 1: This requirement does not apply in cases where data is not defined as being private according to the applicable privacy policy or where there is no applicable privacy policy. NOTE 2: Non-private output might be preferred when closed functionality is used, for example, in the privacy of the user's home. A warning highlighting privacy concerns might be appropriate to ensure that the user has made an informed choice.	Not Applicable	• The product does not provide speech output functionality involving personal data
5.1.3.10 Non-interfering audio output Where auditory output is provided as non-visual access to closed functionality, the ICT shall not automatically play, at the same time, any interfering audible output that lasts longer than three seconds.	Not Applicable	• The product does not provide audio output functionality
5.1.3.11 Private listening Where auditory output is provided as non-visual access to closed functionality and is delivered through a mechanism for private listening, ICT shall provide at least one non-visual mode of operation for controlling the volume.	Not Applicable	• The product does not provide audio output functionality
5.1.3.12 Speaker volume Where auditory output is provided as non-visual access to closed functionality and is delivered through speakers on ICT, a non-visual incremental volume control shall be provided with output amplification up to a level of at least 65 dBA (-29 dBPaA). NOTE: For noisy environments, 65 dBA may not be sufficient.	Not Applicable	• The product does not provide audio output functionality

5.1.3.13 Volume reset Where auditory output is provided as non-visual access to closed functionality, a function that resets the volume to be at a level of 65 dBA or less after every use, shall be provided, unless the ICT is dedicated to a single user. NOTE: A feature to disable the volume reset function may be provided in order to enable the single-user exception to be met.	Not Applicable	• The product does not provide audio output functionality
5.1.3.14 Spoken languages Where speech output is provided as non-visual access to closed functionality, speech output shall be in the same human language as the displayed content provided, except: a) for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text; b) where the content is generated externally and not under the control of the ICT vendor, clause 5.1.3.14 shall not be required to apply for languages not supported by the ICT's speech synthesizer; c) for displayed languages that cannot be selected using non-visual access; d) where the user explicitly selects a speech language that is different from the language of the displayed content.	Not Applicable	• The product does not have a speech synthesizer, but it is compatible with screen reader software
5.1.3.15 Non-visual error identification Where speech output is provided as non-visual access to closed functionality and an input error is automatically detected, speech output shall identify and describe the item that is in error.	Supports	• Error messages are programmatically associated with inputs and exposed to assistive technologies using standard web technologies

5.1.3.16 Receipts, tickets, and transactional outputs Where ICT is closed to visual access and provides receipts, tickets or other outputs as a result of a self-service transaction, speech output shall be provided which shall include all information necessary to complete or verify the transaction. In the case of ticketing machines, printed copies of itineraries and maps shall not be required to be audible. NOTE: The speech output may be provided by any element of the total ICT system.	Not Applicable	• The product does not provide closed functionality for self-service transactions
5.1.4 Functionality closed to text enlargement Where any functionality of ICT is closed to the text enlargement features of platform or assistive technology, the ICT shall provide a mode of operation where the text and images of text necessary for all functionality is displayed in such a way that a non-accented capital "H" subtends an angle of at least 0,7 degrees at a viewing distance specified by the supplier. NOTE 1: The intent is to provide a mode of operation where text is large enough to be used by most users with low vision. NOTE 2: Table 5.1 and Figure 1 illustrate the relationship between the maximum viewing distance and minimum character height at the specified minimum subtended angle.	Not Applicable	• The product does not restrict text resizing and is compatible with browser zoom and assistive technologies
5.1.5 Visual output for auditory information Where pre-recorded auditory information is needed to enable the use of closed functions of ICT, the ICT shall provide visual information that is equivalent to the pre-recorded auditory output. NOTE: This visual information can take the form of captions or text transcripts.	Not Applicable	• The product does not provide pre-recorded audio content requiring visual equivalents
5.1.6 Operation without keyboard interface		
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16

5.1.6.2 Input focus Where ICT functionality is closed to keyboards or keyboard interfaces and where input focus can be moved to a user interface element, it shall be possible to move the input focus away from that element using the same mechanism, in order to avoid trapping the input focus.	Supports	• Focus can be moved programmatically and is not trapped, using standard keyboard navigation supported by web technologies
5.2 Activation of accessibility features Where ICT has documented accessibility features, it shall be possible to activate those documented accessibility features that are required to meet a specific need without relying on a method that does not support that need.	Supports	• The product relies on standard platform and browser accessibility features, which can be activated using assistive technologies
5.3 Biometrics Where ICT uses biological characteristics, it shall not rely on the use of a particular biological characteristic as the only means of user identification or for control of ICT. NOTE 1: Alternative means of user identification or for control of ICT could be non-biometric or biometric. NOTE 2: Biometric methods based on dissimilar biological characteristics increase the likelihood that individuals with disabilities possess at least one of the specified biological characteristics. Examples of dissimilar biological characteristics are fingerprints, eye retinal patterns, voice, and face.	Not Applicable	• The product does not use biometric authentication or identification mechanisms
5.4 Preservation of accessibility information during conversion Where ICT converts information or communication it shall preserve all documented non-proprietary information that is provided for accessibility, to the extent that such information can be contained in or supported by the destination format.	Not Applicable	• The product does not convert or transform content between formats
5.5 Operable parts		
5.5.1 Means of operation Where ICT has operable parts that require grasping, pinching, or twisting of the wrist to operate, an accessible alternative means of operation that does not require these actions shall be provided.	Not Applicable	• The product does not require physical manipulation such as grasping, pinching, or twisting to operate

5.5.2 Operable parts discernibility Where ICT has operable parts, it shall provide a means to discern each operable part, without requiring vision and without performing the action associated with the operable part. NOTE: One way of meeting this requirement is by making the operable parts tactilely discernible.	Not Applicable	• The product does not include physical operable parts
5.6 Locking or toggle controls		
5.6.1 Tactile or auditory status Where ICT has a locking or toggle control and that control is visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be determined either through touch or sound without operating the control. NOTE 1: Locking or toggle controls are those controls that can only have two or three states and that keep their state while being used. NOTE 2: An example of a locking or toggle control is the "Caps Lock" key found on most keyboards. Another example is the volume button on a pay telephone, which can be set at normal, loud, or extra loud volume.	Not Applicable	• The product does not include hardware-based locking or toggle controls
5.6.2 Visual status Where ICT has a locking or toggle control and the control is non-visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be visually determined when the control is presented. NOTE 1: Locking or toggle controls are those controls that can only have two or three states and that keep their state while being used. NOTE 2: An example of a locking or toggle control is the "Caps Lock" key found on most keyboards. An example of making the status of a control determinable is a visual status indicator on a keyboard	Not Applicable	• The product does not include hardware-based locking or toggle controls

5.7 Key repeat Where ICT has a key repeat function that cannot be turned off: a) the delay before the key repeat shall be adjustable to at least 2 seconds; and b) the key repeat rate shall be adjustable down to one character per 2 seconds.	Not Applicable	• The product does not provide or control keyboard hardware behavior
5.8 Double-strike key acceptance Where ICT has a keyboard or keypad, the delay after any keystroke, during which an additional key-press will not be accepted if it is identical to the previous keystroke, shall be adjustable up to at least 0,5 seconds.	Not Applicable	• The product does not provide or control keyboard hardware behavior
5.9 Simultaneous user actions Where ICT uses simultaneous user actions for its operation, such ICT shall provide at least one mode of operation that does not require simultaneous user actions to operate the ICT. NOTE: Having to use both hands to open the lid of a laptop, having to press two or more keys at the same time or having to touch a surface with more than one finger are examples of simultaneous user actions.	Not Applicable	• The product does not require simultaneous user actions for operation

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Chapter 7: ICT with Video Capabilities

Notes: Not Applicable

Chapter 8: Hardware

Notes: Not Applicable

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

Notes: Please refer to the WCAG section for EN 301 549 criteria covered.

Chapter 10: Non-Web Software

Notes: Not Applicable

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)		
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology		
11.5.1 Closed functionality (informative)		
11.5.2 Accessibility services		
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17

11.5.2.3 Use of accessibility services Where the software provides a user interface it shall use the applicable documented platform accessibility services. If the documented platform accessibility services do not allow the software to meet the applicable requirements of clauses 11.5.2.5 to 11.5.2.17, then software that provides a user interface shall use other documented services to interoperate with assistive technology. NOTE: The term "documented platform accessibility services" refers to the set of services provided by the platform according to clauses 11.5.2.1 and 11.5.2.2. It is best practice to develop software using toolkits that automatically implement the underlying platform accessibility services.	Supports	• The product is built upon standard web technologies which are exposed to assistive technologies by default
11.5.2.4 Assistive technology Where the ICT is assistive technology it shall use the documented platform accessibility services. NOTE 1: The term "documented platform accessibility services" refers to the set of services provided by the platform according to clauses 11.5.2.1 and 11.5.2.2. NOTE 2: Assistive technology can also use other documented accessibility services	Not Applicable	• The product is not in itself an assistive technology, but it is designed to be compatible with assistive technologies
11.5.2.5 Object information Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the user interface elements' role, state(s), boundary, name, and description programmatically determinable by assistive technologies.	Supports	• The product is built upon standard web technologies compatible with assistive technologies

11.5.2.6 Row, column, and headers Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the row and column of each cell in a data table, including headers of the row and column if present, programmatically determinable by assistive technologies.	Supports	• Table structures use semantic markup to expose row, column, and header relationships to assistive technologies
11.5.2.7 Values Where the software provides a user interface, it shall, by using the services as described in clause 11.5.2.3, make the current value of a user interface element and any minimum or maximum values of the range, if the user interface element conveys information about a range of values, programmatically determinable by assistive technologies.	Supports	• UI component values and ranges are programmatically determinable using standard web technologies
11.5.2.8 Label relationships Where the software provides a user interface it shall expose the relationship that a user interface element has as a label for another element, or of being labelled by another element, using the services as described in clause 11.5.2.3, so that this information is programmatically determinable by assistive technologies.	Supports	• Labels are programmatically associated with their corresponding controls using standard web technologies
11.5.2.9 Parent-child relationships Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the relationship between a user interface element and any parent or children elements programmatically determinable by assistive technologies.	Supports	• UI relationships are defined using semantic HTML and ARIA where needed to ensure proper structure
11.5.2.10 Text Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the text contents, text attributes, and the boundary of text rendered to the screen programmatically determinable by assistive technologies.	Supports	• Text content and attributes are exposed programmatically using standard web technologies

11.5.2.11 List of available actions Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make a list of available actions that can be executed on a user interface element, programmatically determinable by assistive technologies.	Supports	• Available actions are exposed through standard interactive elements and are programmatically determinable
11.5.2.12 Execution of available actions Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow the programmatic execution of the actions exposed according to clause 11.5.2.11 by assistive technologies. NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces. NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.	Supports	• Interactive elements can be operated programmatically using standard web technologies compatible with assistive technologies
11.5.2.13 Tracking of focus and selection attributes Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface elements programmatically determinable by assistive technologies.	Supports	• Focus, selection, and cursor position are programmatically exposed using standard web technologies

11.5.2.14 Modification of focus and selection attributes Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify focus, text insertion point, and selection attributes of user interface elements where the user can modify these items. NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces. NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.	Supports	• Focus and selection can be modified programmatically using standard web technologies
11.5.2.15 Change notification Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, notify assistive technologies about changes in those programmatically determinable attributes of user interface elements that are referenced in requirements 11.5.2.5 to 11.5.2.11 and 11.5.2.13.	Supports	• Changes in state, value, and content are communicated to assistive technologies using standard web technologies

11.5.2.16 Modifications of states and properties Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify states and properties of user interface elements, where the user can modify these items. NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces. NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.	Supports	• States and properties of UI elements can be programmatically modified using standard web technologies
11.5.2.17 Modifications of values and text Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to modify values and text of user interface elements using the input methods of the platform, where a user can modify these items without the use of assistive technology. NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces. NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.	Supports	• Values and text can be programmatically modified using standard web technologies compatible with assistive technologies
11.6 Documented accessibility usage		

11.6.1 User control of accessibility features Where software is a platform it shall provide sufficient modes of operation for user control over those platform accessibility features documented as intended for users.	Supports	• The product relies on platform and browser accessibility features, which remain available to users
11.6.2 No disruption of accessibility features Where software provides a user interface it shall not disrupt those documented accessibility features that are defined in platform documentation except when requested to do so by the user during the operation of the software.	Supports	• The product does not interfere with platform or assistive technology accessibility features
11.7 User preferences Where software provides a user interface it shall provide sufficient modes of operation that use user preferences for platform settings for colour, contrast, font type, font size, and focus cursor except for software that is designed to be isolated from its underlying platforms. NOTE: Software that is isolated from its underlying platform has no access to user settings in the platform and thus cannot adhere to them.	Supports	• The product is built upon standard web technologies enabling users to override styling through a web browser
11.8 Authoring tools		
11.8.1 Content technology		
11.8.2 Accessible content creation	Not Applicable	• The product is not an authoring tool for creating user content

11.8.3 Preservation of accessibility information in transformations If the authoring tool provides restructuring transformations or re-coding transformations, then accessibility information shall be preserved in the output if equivalent mechanisms exist in the content technology of the output. NOTE 1: Restructuring transformations are transformations in which the content technology stays the same, but the structural features of the content are changed (e.g. linearizing tables, splitting a document into pages). NOTE 2: Re-coding transformations are transformations in which the technology used to encode the content is changed.	Not Applicable	• The product does not provide content transformation or restructuring functionality
11.8.4 Repair assistance If the accessibility checking functionality of an authoring tool can detect that content does not meet a requirement of clauses 9 (Web) or 10 (Non-web documents) as applicable, then the authoring tool shall provide repair suggestion(s).	Not Applicable	• The product does not provide authoring or accessibility checking functionality for user-generated content
11.8.5 Templates When an authoring tool provides templates, at least one template that supports the creation of content that conforms to the requirements of clauses 9 (Web) or 10 (Non-web documents) as applicable shall be available and identified as such.	Not Applicable	• The product does not provide templates for content creation

Chapter 12: Documentation and Support Services

Notes: Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation		

12.1.1 Accessibility and compatibility features Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT. NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Not Applicable	• The product does not have specific accessibility features that can be enabled/disabled
12.1.2 Accessible documentation Product documentation provided with the ICT shall be made available in at least one of the following electronic formats: a) a Web format that conforms to the requirements of clause 9, or b) a non-web format that conforms to the requirements of clause 10. NOTE 1: This does not preclude the possibility of also providing the product documentation in other formats (electronic or printed) that are not accessible. NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments). NOTE 3: Where the documentation is integral to the ICT it will be provided through the user interface which is accessible. NOTE 4: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.	Supports	• Product documentation is provided in accessible electronic formats, including web-based support resources that conform to WCAG 2.2 Level AA. Documentation is structured using semantic markup, supports keyboard navigation, and is compatible with assistive technologies such as screen readers. Documentation is available through the Help Center and within the platform interface.
12.2 Support Services		

12.2.2 Information on accessibility and compatibility features ICT support services shall provide information on the accessibility and compatibility features that are included in the product documentation. NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Not Applicable	• The product does not have specific accessibility features that can be enabled/disabled
12.2.3 Effective communication ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.	Supports	• Support services accommodate the communication needs of individuals with disabilities through multiple channels, including web-based support, email, and other standard communication methods. These channels are compatible with assistive technologies, and reasonable accommodations can be provided upon request.

12.2.4 Accessible documentation Documentation provided by support services shall be made available in at least one of the following electronic formats: a) a Web format that conforms to clause 9; or b) a non-web format that conforms to clause 10. NOTE 1: This does not preclude the possibility of also providing the documentation in other formats (electronic or printed) that are not accessible. NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments). NOTE 3: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.	Not Evaluated	• Support services can be accessed through standard communication channels and accommodate users with disabilities as needed

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

Product History

Date	Remediation and Improvements
April 2026	• SEO module – Keyword Navigator: ○ Fixed missing semantic grouping for radio buttons in Keyword Navigator (the Monitor modal) by adding role="group" alongside existing aria-label to ensure proper programmatic association. (WCAG 1.3.1, 4.1.2)

March 2026	• SEO module – SERP X-Ray page:
	  ○ Fixed heading hierarchy issues to ensure headings follow a logical and sequential order (e.g., H1 → H2 → H3), preventing skipped levels such as H2 → H6. Updated heading structure so section headings accurately reflect the content hierarchy and page outline, improving navigation for assistive technologies and ensuring a consistent and meaningful document structure in accordance with WCAG 2.1 – 1.3.1 (Info and Relationships).
	  ○ Resolved color contrast issues to meet WCAG 2.1 AA requirements (minimum 4.5:1 contrast ratio). This ensures text and UI elements are clearly readable for users with visual impairments. Fixing AA contrast also resolves related AAA contrast flags reported by accessibility tools.
	  ○ Made progress-bar tooltips fully accessible via keyboard interaction. Tooltips can now be triggered and dismissed using keyboard alone, and their content is available to assistive technologies, ensuring users relying on keyboard navigation or screen readers have equal access to contextual information (WCAG 2.1 – 2.1.1 Keyboard, 1.3.1 Info and Relationships).

February 2026	• Site Overview page:
	  ○ Improved hover functionality on Scan Overview segments so highlight elements now show their hover content when receiving keyboard focus, ensuring consistent and intuitive keyboard interaction.
	  ○ Corrected table semantics for the Site Overview table to ensure proper <thead>, <tbody>, and <tfoot> structure and predictable focus order.
	  ○ Fixed interactive elements inside the table body to prevent links wrapping <p> elements or <button> elements, eliminating duplicate tab stops and improving keyboard navigation.

January 2026	• General: • Improved data table semantics when no data is available, ensuring that 'No data to display' is not presented as a heading. • Improved focus handling for a series of selectbox components, so focus returns to the opener-button when collapsing the selectbox. • Accessibility Page Report: • Improved visibility and contrast of issue highlight indicators to meet WCAG 2.1 AA contrast requirements. Highlighted elements are now more clearly distinguishable across light, dark, and image-based backgrounds, making identified issues easier to spot and review. • Settings module: • Fixed an accessibility issue where toggle buttons contained nested clickable tooltip elements on the PDF Content Check and Readability settings pages. The toggle now presents a single accessible focus target, preventing hidden elements from receiving keyboard focus and improving screen reader and keyboard navigation.

December 2025	• General:
	  ○ Pagination Radiobuttons: Fixed an issue in Firefox where arrow-key navigation within the “Show (x) items per page” radio group did not work. The updated radiobutton implementation now correctly moves focus between options with up, down, left and right, ensuring consistent keyboard behavior across browsers and alignment with WCAG 2.1.1 (“Keyboard Navigation”).
	• SEO module:
	  ○ SEO Insights – Details panel: Resolved a screen reader focus issue where selecting Add to existing Activity Plan caused focus to jump out of the Details modal and back to the underlying page. Focus now correctly moves to the Back to Insights button, ensuring a consistent and accessible focus order.
	  ○ SEO Insights – Add Keywords: Removed invalid aria-label and aria-labelledby attributes from elements without roles in the Add Keywords flow. The updated component implementation prevents assistive technology errors and ensures the panel no longer triggers accessibility violations in the browser extension.
	• QA module:
	  ○ Fixed an issue where the table in the Single Page Check view overflowed horizontally at 200 percent browser zoom when the left-hand menu was expanded. The table now reflows responsively without requiring horizontal scrolling, ensuring the layout remains readable for users who rely on magnification tools.

November 2025	• Feedback Module:
	  ○ Added clear, persistent error messaging when no option is selected in the “What do you think of this page?” field. The message now reads “You must select an option from the list to continue.”
	  ○ This ensures the error is explicit, independent of the browser’s default validation, and meets WCAG 3.3.1 (“Error Identification”) and 3.3.3 (“Error Suggestion”) requirements.
	• Ads module:
	  ○ Landing Page Optimization: A series of tabs were previously built with radiobuttons, resulting in a poor experience for assistive technology users. They have been reworked to provide a more accessible and user-friendly experience.

October 2025	• General:
	  ○ Fixed an issue where the Cookie Settings button and Resource Center icon overlapped when the interface was zoomed to 200%. Both controls now remain fully visible, accessible, and clickable at all zoom levels without introducing horizontal scrolling. This fix applies platform-wide to ensure consistent usability and compliance with WCAG 2.1 – 1.4.10 (Reflow).
	• Dashboards module:
	  ○ Marketing Leader Dashboard: Fixed a color contrast issue in the “Return on Ad Spend” metric text.
	• Accessibility module:
	  ○ Accessibility Overview page: Fixed a layout issue where the “Progress towards site target” and “Accessibility score” sections overlapped at mid-size screen widths. The layout now reflows correctly across all viewport sizes and zoom levels (including up to 200%), ensuring readability and compliance with WCAG 2.1 – 1.4.10 (Reflow). This resolves an issue that primarily affected users with low vision or those using screen magnification or split-screen modes.
	  ○ Accessibility Overview page: Fixed improper heading hierarchy for section headings (“Progress towards site target”, “Site target”, and “Score history”). These are now implemented using <h2> HTML elements to maintain a proper semantic order and prevent skipped heading levels before <h3> chart headings.
	• Page Report module:
	  ○ Fixed an issue with the DOM reading and keyboard focus order so that the left-hand sidebar (Filters, Issue list) is announced before the top bar and main page content. This ensures a more logical left-to-right navigation flow that aligns with the visual layout and improves usability for screen reader and keyboard users.
	• Policy module:
	  ○ Policy Creation page: Fixed an accessibility issue where placeholder text in input fields (e.g., Policy name, Note) had insufficient color contrast.
	  ○ Fixed multiple accessibility issues in the “Choose Sites” dropdown within the policy creation form. The dropdown now correctly closes when pressing Tab, Escape, or when focus changes (WCAG 2.1.1 – Keyboard Navigation), and it updates

	its aria-expanded attribute between “true” and “false” to accurately reflect its state for screen readers (WCAG 4.1.2 – Name, Role, Value).
	• Settings module:
	  ○ Site Overview page: Fixed layout issue causing horizontal scrolling at 200% zoom. The layout now reflows responsively without horizontal scrolling (WCAG 1.4.10 – Reflow).
	  ○ Site Overview page: Fixed an accessibility issue where the site summary side panel in Settings → Sites was not announced to screen reader users when opened. This update adds an ARIA live region and programmatic focus management so that assistive technologies notify users when new content appears without a page reload, ensuring compliance with WCAG 2.1 – 4.1.3 (Status Messages) and improving usability for blind and low-vision users.
	  ○ Scan History table: Added contextual labels for “Scan history” links so that each button can be uniquely identified by screen readers (WCAG 2.4.4 – Link Purpose (In Context)).
	  ○ Table headers: Improved focus indicators and enabled full keyboard operability for sortable columns. Users can now navigate headers with clear visible focus and toggle sorting via Enter or Space (WCAG 2.4.7 – Focus Visible, WCAG 2.1.1 – Keyboard).
	  ○ Site Content Settings page: Added <th scope="row"> markup to the Name/URL column so that assistive technologies correctly associate action buttons (e.g., “Edit site,” “Open in new window”) with their corresponding site. Buttons now have unique programmatic labels without visible design changes (WCAG 2.5.3 – Label in Name).

September 2025	• General:
	  ○ Resolved an accessibility issue where multiple tooltip buttons could remain open at once when navigating via keyboard, causing overlapping tooltips. Now, only one tooltip remains visible at a time, improving usability for all users, especially those relying on screen readers or keyboard navigation.
	  ○ Fixed an accessibility issue where Chrome's font size setting (chrome://settings/appearance) had no effect on most platform text due to fixed-size units (px) in CSS. Text now responds correctly to browser font size preferences in Chrome as well, improving readability and comfort for users with low vision, neurodivergence, or those relying on increased text size for accessibility.
	  ○ Improved the screen reader experience in the sidebar search box by ensuring typed text is correctly re-announced when users type new characters or move the text cursor.
	• Dashboards module:
	  ○ Updated dropdown filters with more accessible versions. The dropdown now correctly communicates the number of selected items to screen readers when checkboxes are selected or deselected, improving compliance with WCAG 4.1.3 (Status Messages) and usability for visually impaired users.
	• DCI Overview page:
	  ○ Fixed a color contrast issue in the chart legend text where benchmark labels failed WCAG contrast requirements. Legend text now meets the required 4.5:1 contrast ratio, improving readability for users with low vision, color blindness, or those in low-contrast environments.
	• Accessibility module:
	  ○ Added missing roles to progress bar components so screen readers now correctly announce progress values, minimums, and maximums, improving clarity for users relying on assistive technology.
	  ○ Improved platform-wide support for zoom and responsive reflow at 200% (WCAG 1.4.10). Key panels and pages now adapt correctly without requiring horizontal scrolling, making the experience more usable for screen magnifier users and those with low vision.
	• Settings module:

	○ Mange Sites page: Fixed a keyboard focus issue where closing the search input (via X button, Escape key, or losing focus) did not return focus to the Search button. Focus now consistently returns to the Search button, improving compliance with WCAG 2.1.1 (Keyboard) and helping keyboard and screen reader users navigate efficiently. ○ Manage Sites page: Removed the X (close) button label from the accessible name of the search input field. The X button is now implemented as a separate accessible element with its own name (e.g., "Clear search"), improving compliance with WCAG 2.5.3 (Label in Name) and WCAG 4.1.2 (Name, Role, Value). ○ Manage Sites page: Improved how tables reflow at small screen sizes or when zooming the viewport, improving compliance with WCAG 1.4.10 (Reflow).
August 2025	• Settings module: Fixed an issue where the clickable row to open site scan details in the “Manage Sites” view was not keyboard-accessible and was announced only as a generic section. The row now has a semantic button role, can be reached via keyboard tabbing, and can be activated with Enter or Space. Screen readers correctly announce the control with a name and role. (Supports WCAG 2.1 – 4.1.2: Name, Role, Value) • Settings module: Fixed an issue where no feedback was provided to screen reader users after clicking Check site when adding a new site. An ARIA live region now announces success or failure dynamically, providing immediate, non-blocking status updates. (Supports WCAG 2.1 – 4.1.3: Status Messages) • Settings module: Fixed an issue where searching for sites that returned no results provided no feedback to screen reader users. A visible “No sites found” message and an ARIA live=”polite” announcement were added to improve understanding of search results. (Supports WCAG 2.1 – 4.1.3: Status Messages)

July 2025	• General: Fixed broken "Skip to main content" links on a few parts of the platform. These links now work as intended, improving accessibility for keyboard and screen reader users and supporting WCAG 2.4.1 (Bypass Blocks) compliance. • Dashboards module: Resolved an accessibility issue in the “Add widget to dashboard” dialog where zooming to 200% caused horizontal scrolling and obscured key content. The layout now adapts to available viewport space without requiring horizontal scrolling, ensuring compliance with WCAG 1.4.10 (Reflow). • Policy module – Policy creation flow: Resolved an issue where the page title did not update when switching between different policy categories (e.g., “Create Content Policy”, “Create Media Policy”). This caused confusion for screen reader users and violated WCAG 2.4.2 (Page Titled). The page title now updates dynamically to match the selected category. • Settings module: Bulk Edit checkboxes on Manage Sites page: Resolved an issue where row-level checkboxes remained focusable by screen readers even when Bulk Edit was not enabled. Checkboxes are now hidden from screen reader focus until Bulk Edit is activated, ensuring a consistent and accessible user experience.
June 2025	• Accessibility module: Resolved an issue in the Accessibility Page Report where the screen reader did not announce the “Generating...” status or AI-generated results in the Code Suggestions section. A live region now announces the status, improving screen reader support. • CMS Plugin: Resolved an issue where the button that activates the Siteimprove plugin side panel in the user’s CMS did not show a visible keyboard focus indicator and was incorrectly treated as two separate buttons. It now has proper focus styling and a single accessible name, improving keyboard navigation and compliance with WCAG 2.4.7 and 2.5.3. • Ads Teaser Page: Resolved an accessibility issue where a promotional video lacked a descriptive transcript, making it inaccessible to visually impaired users. The video was removed entirely, ensuring compliance with WCAG 1.2.1 (Audio-only and Video-only).

May 2025	• Accessibility module: The “Code Suggestions” button in the Accessibility Page Report used to have a semantic role of a link but has now been changed to a button. • CMS Plugin: Resolved an issue where the “?” Help Center button acted like both a link and a button. It’s now just a link, making keyboard navigation work better.
March 2025	• General: The site picker tooltips indicating whether "Content" and "Analytics" are enabled for a site have been updated. These tooltips are now fully accessible to assistive technologies, including screen readers. • Siteimprove now conforms fully to WCAG 4.1.2 "Name, Role, Value". • Quality Assurance module: All line charts have been updated and are now accessible. This update includes an enhancement that allows users to add unique patterns to each line in a line chart.
February 2025	• SEO module: Fixed low color contrast issue for the "Searched used this month" badge. • Page Reports: Improved focus styling for the "View HTML" section to make it more distinguishable. Also resolved an issue where the focus indication remained visible after tabbing away. • Siteimprove now conforms fully to WCAG 1.4.3 "Contrast (Minimum)".
January 2025	• Quality Assurance module (Page Report): Resolved issue with improper heading structure. • Analytics module: Updated line charts on the ‘Historical Overview’ page to enhance screen reader navigation and added a toggle for pattern support to improve accessibility.
December 2024	• General: Improved color contrast for search field placeholder text.
November 2024	• SEO module: Some icons representing countries or devices previously lacked alternative text, but this has now been added. • Analytics module: Visitor Engagement Score page: Improved heading structure and marked non-informative SVG icons as decorative.
September 2024	• Feedback module: Ratings are now communicated more clearly with assistive technology. The clickable areas for the "Don't show this again" link have been enlarged to make it easier to hit with a pointer device.
May 2024	• CMS plugin: An unnecessary drag functionality has been removed from the Siteimprove plugin

April 2024	• Settings: On the page for adding a site manually, an input field was missing a programmatic label, which has now been added
March 2024	• General: Highlighted table rows now have aria-current=”true” to communicate their highlighted status to assistive technology • Period picker: Assistive technology no longer uses abbreviated month names • Subscription: Some red texts had insufficient color contrast which has now been fixed • Technical Support: Site Picker was missing focus styling on some buttons which has now been re-added
January 2024	• Accessibility module: All line charts have been updated and are now available. This update includes an enhancement that allows users to add unique patterns to each line in a line chart. • Ads module: Donut chart on the Budget Analysis page used a yellow color with low contrast against the background but these color combinations have now been improved for accessibility conformance • Siteimprove now conforms fully to WCAG 1.4.11 “Non-text Contrast”

September – December 2022	• Analytics module: Campaigns Calendar items can be tabbed through by using the keyboard in a logical order. • Page Size dropdowns for tables will no longer submit when Esc key is pressed • Toggle Series buttons for charts have improved color contrast when toggled off • Policy module: Page Report tooltips have been improved for users of assistive technology and keyboard users • Ads module: Link and button labels have been improved for users of assistive technology • Ads module: “Justified Spend” and “Unjustified Spend” on Budget Analysis page has improved color contrast against background • Ads module: “Campaigns” dropdown items on Reporting History page has improved focus styling • Siteimprove now conforms fully to WCAG 1.3.1 “Info and Relationships” • Siteimprove now conforms fully to WCAG 1.4.3 “Contrast (Minimum)” • Siteimprove now conforms fully to WCAG 1.4.13 “Content on Hover or Focus” • Siteimprove now conforms fully to WCAG 2.4.4 “Link Purpose (In Context)” • Siteimprove now conforms fully to WCAG 2.4.7 “Focus Visible” • Siteimprove now conforms fully to WCAG 2.5.3 “Label in Name” • Siteimprove now conforms fully to WCAG 3.2.2 “On Input” • Siteimprove now conforms fully to WCAG 3.3.2 “Labels or Instructions”

July – August 2022	• Siteimprove now conforms fully to WCAG 4.1.2 "Name, Role, Value" • Siteimprove now conforms fully to WCAG 1.4.10 "Reflow" • General: Dropdowns are no longer cut off on 400% zoom • Dashboard module: Widgets can now be re-arranged using the keyboard • Analytics module: The Share Widget's "Select a group" now has clearly visible focus styling • Analytics module: No instances of Google Maps are hidden from assistive technology • Analytics module: The Campaign Monitor's "Copy URL" button now gives feedback to keyboard-only users • Analytics module: Create Funnel's "Step 1" heading now has sufficient color contrast • Accessibility module: The Single Page Check now communicates properly to assistive technology when a check is finished
June 2022	• Accessibility product: The "Single Page Check" page now has improved button labels and table column headers • Siteimprove now conforms fully to WCAG 2.4.6 "Headings and Labels"
May 2022	• Siteimprove now conforms fully to WCAG 1.1.1 “Non-text Content” • Siteimprove now conforms fully to WCAG 2.4.1 “Bypass Block” • Pressing the Esc key in modal dropdowns no longer closes the entire modal
October 2021 – April 2022	• Siteimprove now conforms fully to WCAG 1.3.2 "Meaningful Sequence" • Siteimprove now conforms fully to WCAG 1.4.4 "Resize Text" • Siteimprove now conforms fully to WCAG 2.1.2 "No Keyboard Trap" • Siteimprove now conforms fully to WCAG 3.3.3 "Error Suggestion" • Siteimprove now conforms fully to WCAG 4.1.1 "Parsing" • Siteimprove now conforms fully to WCAG 4.1.3 "Status Messages" • Tooltips have been moved outside heading elements • The visibility of tooltips in table headers can now be toggled with the keyboard • Tables now have skip-buttons • Font sizes are no longer fixed and can be scaled • Tutorials and guides now work well on small screen sizes • Tutorials and guides now have proper focus styling for all interactive elements

September 2021	• Missing alt text added on trend arrows • Issue with navigation solved • Screen reader experience with tooltips improved • All iFrames now have accessible names, headings and description • Screen reader experience with table columns improved • Inaccessible use of colors has been changed • Issue with tooltip and chat function in in-platform feedback feature has been solved • Misleading button label changed • Alt text on behavior maps improved • Tooltip improved • Issues with landmarks solved • Screen reader experience improved on mapping tables • Issue with focus order fixed • Inaccessible buttons fixed • Screen reader experience improved for column headers • Issue with modal solved • Heading hierarchy issues mitigated • Issue with focus trap fixed • Keyboard navigation in dropdowns improved • Missing focus styling on charts has been implemented • Tooltips in table headers improved • Illogical focus order in help module fixed • Missing accessible names fixed • Empty headings fixed • Issue with dropdown labels solved • Screen readers now announce auto-updated search results when filtering tables • Inaccessible graphics improved • Aria-live issues on table footers fixed • Missing skip-to-main-content link has been added

July 2021	• Inaccessible modal fixed • Missing alt attributes added to button • Issue with generic link texts fixed • Issues with visible focus styling on some charts have been resolved • Untoggleable tooltips can now be toggled • Dropdowns missing proper labelling have been fixed • Resolved issue with illogical accessible name on a button
June 2021	• Issue with generic button label fixed • A number of missing text alternatives added • Issue with “open in new tab” button fixed • Issue with “open in new tab” links fixed • Color contrast issues fixed
May 2021	• Solved: several cases of links opening in new window without notifying user • Link with missing text alternative fixed • Missing focus styling on checkbox added • Better labels added to dropdowns to enhance screen reader experience
April 2021	• Inaccessible issue field solved • Issue with focus on links in heatmap tables solved • Some contrast issues fixed • Issues with keyboard accessibility in SEO module solved • Day/Hour widget accessibility issues fixed • Issue with modal not being announced by screen-reader solved • Link removed from tooltip • Screen reader experience improved for accessibility score gauge • Screen reader experience improved for some charts • Unconnected input label fixed • Missing landmarks fixed in Accessibility module • Tooltips are now more accessible • Screen reader experience with some icons have been improved • Missing role on drop-down added • Next page button in Chrome extension now has meaningful label • Missing text alternative on button fixed • Missing alt tags on some images has been fixed

March 2021	• Some cases of inaccessible tooltips have been fixed • Issues with keyboard and screenreader accessibility has been solved • Missing labels on some input fields have been added • Contrast issues in SEO module has been fixed
February 2021	• Missing labels on tooltips have been added • Focus issues in one modal fixed • Inaccessible tool-tip behavior fixed • Missing bypass block added • Tooltip on target score conformance chart has been made accessible • Issue with generic region names fixed • Accessibility issue with in-platform-feedback dialog solved • Contrast issues on a number of components fixed • Issue with too many tab-stops solved • Screen reader experience with some link stylings enhanced • Issue with some charts skipping heading levels fixed • Issue with loading animation solved • Loading state on buttons made accessible • Screen reader experience on progress bar has been enhanced

January 2021	• Issue with color contrast on mouseover fixed • Radio button groups now support arrow up/down navigation • Policy Page Report: Settings and Notes button are now keyboard accessible • Map Chart and search panel in data privacy are now keyboard-accessible • Asset Location Map, Monitored Pages graphs in Performance are now keyboard-accessible • Issues with keyboard-accessibility in CMS plugin has been fixed • Cards expand/collapse functionality is now keyboard-accessible • Issues with illogical focus order in Site and Group selectors, Time and Period selector, Analytics filter selector and Campaign Calendar has been fixed • "Learn more" links now have a screen-reader label • Issue with lacking focus indicators in interactive components has been solved • Input fields in Feedback module now have label/instructions • Notifications are now properly announced
December 2020	• Reflow issues in feedback module solved • Focus styling on feedback module is now visible regardless of background color • Contrast issues in feedback module solved • Input fields in feedback module has been improved for screen readers
November 2020	• Website Certificate Calendar markings are now announced properly by screen readers • Malware details pages now have a descriptive title

October 2020	• Issue with hidden links remaining in tab order was fixed • Button labels has been made less generic • Screen reader experience has been enhanced when browsing "broken links" table • Feedback form can now reflow to 1280x1024 with 400% zoom • Fixed issue with pop-over which was unreachable by keyboard • Analytics module: • Fixed issue with pop-over which was unreachable by keyboard • Illogical tab-order in Insights was fixed • Site Picker "pin" button no longer has two tab-stops
September 2020	• Dashboard Picker has invisible table column and needs some semantic improvements • Asset Location Map needs accessibility mark-up improvements • Keyboard navigation for tooltips in Policy module needs improvement • Login page and Switch account lacks keyboard navigation • Policy details tooltips are not keyboard accessible • Page Report: Low contrast on printed HTML attributes • In "Essentials", 'All tags' is hidden in column but still focusable • Linked Account dialog checkboxes need labels • Search notification is not announced by screen-reader within Top Ranking Pages
August 2020	• Added name of site to "Open in new window" and "Edit" links in the Site Picker • Added keyboard navigation to spelling mistake summary in the Quality Assurance module • Optimized screen reader label for the site picker • Added proper label to "Edit tags" buttons in the Accessibility module
July 2020	• Added visual patterns to all chart legends in Accessibility module • Improved labels for icon-only buttons in Ads module • Added keyboard navigation to maps and tooltips in Performance module • Align keyboard tabbing with natural reading order for maps in Performance module

June 2020	• Improved tooltip screen reader labels and added keyboard tabbing in Accessibility NextGen Page Reports • Changed site picker and filter bar to also be a landmark in newer products • Improved all new tables for screen reader users by marking key cells as row headers • Improved keyboard navigation for Siteimprove CMS plugin • Improved screen reader error announcements for Dashboard Reports • Improved keyboard navigation for SEO tags in "Add keywords" modal • Added closing the Feedback module with the Escape key •
April 2020	• Map Chart and search panel in Data Privacy are no longer keyboard inaccessible
February 2020	• Improved color contrasts for dropdowns and Status tags in Analytics module • Improved icon and button labels in Feedback module • Connected labels with checkboxes on "Manage Account" page in Ads module
January 2020	• Improved color contrasts in Performance module • Improved site picker dropdown semantics • Improved difficulty level labels in SEO module
December 2019	• Added missing alt texts to icon buttons • Improved screen reader experience in the Cookie Banner • Improved contrast for "Create Activity Plan" in Analytics module
October 2019	• Improved keyboard navigation for tooltips in the Quality Assurance Page Report • Improved keyboard navigation and semantics for "Edit readability" modal in the Quality Assurance module
September 2019	• Improved semantics and keyboard navigation for components' Help and Export tabs • Improved contrast for probability/severity icons

August 2019	• Improved tab-order for Site and Group dropdowns • Improved keyboard navigation for Title/URL dropdowns • Fixed keyboard navigation on responsibility filter in the Accessibility module • Fixed semantics on decision widget in the Accessibility module • Added visible focus to interactive modal elements in the Settings module • Added proper role to Notification area • Added label to progress gauges in the Accessibility module
July 2019	• Exposed Modal close button to screen-readers • Added keyboard navigation to filter popover tooltips in the Analytics module • Added keyboard navigation to misspelling filter dropdown in the Quality Assurance module • Added keyboard navigation to search filter dropdowns in the SEO module • Added keyboard navigation to table tooltips for Page-Level data • Added text alternative to icons in site picker • Added labels to progress-indicating gauges • Improved keyboard navigation for search filter dropdowns • Improved screen-reader usability for Help and Export tabs • Improved screen-reader usability for menu toggle button • Improved tab order for Close button in notifications • Improved table filter labels • Improved focus state color contrast for buttons • Improved focus order for search popover order for search popover

June 2018 – June 2019	• Fixed all issues regarding empty table columns • Fixed all issues with low contrast • Improved focus order for search popover • Fixed issues with keyboard functionality for the Analytics Date Picker and Export Tables • Fixed issues with functionality for the Sites and Groups drop-down menus • Fixed issues with the Analytics Filters drop-down • Fixed issues with focus order for tables, the Site and group selector, Time and period selector and Analytics filter selector • Fixed issues with the role and state information for Expandable tables, Export option, Help and Table Data Search and Picker components
May 2018	• Fixed all instances across the platform of <img> elements with missing alt attributes • Fixed all instances across the platform of labels not connected to a form field • Reduced form fields with no description from 60 to 15 instances and still work on the remaining • Reduced low contrast issues from 106 to 12 instances and still work on the remaining • Revised wrong aria states on some buttons in the Accessibility Issues tables
February 2018	• Added navigational landmarks in page reports • Solved issues with how screen readers read the issues lists in page reports • Added labels to numerous input fields across the platform • Fixed numerous contrast issues across the platform • Fixed links only identified by color issues in page reports

January 2018	• Changed all tab-panel components to follow ARIA-role and keyboard navigation recommendations from WAI-ARIA Authoring Practices • Solved several instances of missing visible keyboard focus • Added label and state to" Add as favorite" buttons in site picker • Added alternative text to severity icons in the Accessibility and SEO modules
December 2017	• Solved an issue where keyboard and screen reader users could not navigate past the first 200 pages in a result set • Solved an issue where keyboard and screen reader users could not close splash-screens and tutorial windows
November 2017	• Solved issues with invisible keyboard focus, bad contrast and missing accessible names for buttons in the Feedback and Share modules
October 2017	• Improved landmark structure • Released new main navigation with improved semantics and states