

Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Venngage 1.5

Report Date: June 30, 2023

Product Description: Venngage is an online design solution that enables anyone to create visuals like infographics, reports, diagrams, and presentations.

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Notes:

Accessibility compliance requires all public and (large) private organizations to make their websites and web content conform to the Web Content Accessibility Guidelines (WCAG). WCAG is a set of formal guidelines on how to develop accessible web content. WCAG focuses primarily on HTML accessibility although it can also be applied to mobile applications and digital documents.

Accessibility testing was carried out with reference to the WCAG 2.1 AA guidelines.

The product was found to be overall Partially Supportive.

Evaluation Methods Used:

The product was tested against all the applicable 50 success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA. The testing methodology included a combination of automated testing, and manual testing conducted via paired testing methodology involving non-sighted and sighted accessibility experts. This testing methodology ensures that every aspect related to accessibility and user experience is included in the analysis. Below is a list of some of the technologies and environments used:

- Assistive technologies – NVDA and VoiceOver, Keyboard-only interaction, Browser zoom,
- Automated tools – aXe, Color Contrast Analyzer
- Browser – Chrome, Safari
- Accessibility plugins – aXe, HeadingsMap
- Desktop – Windows 11, MacOS

The following combinations of technologies were used:

- Windows with Chrome and NVDA
- MacOS with Safari and VoiceOver
- Windows with Chrome and aXe

- Windows with Google Chrome and Zoom
- Windows with Google Chrome and Color Contrast Analyzer
- Windows with Google Chrome and HeadingsMap

Compatibility Matrix:

OS	Browser	Assistive Technology
Windows 11	Chrome	NVDA
MacOS	Safari	VoiceOver
iOS	Safari	VoiceOver

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)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	<p>Features:</p> <p>For the informative images in the application alternative text is provided and the decorative images are hidden for the screen reader users. However, there are a few exceptions where decorative images have a description or informative images don't have a description.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. My Templates: The image doesn't have the required alt attribute. The alt attribute must be present on all images whether it is populated or not. 2. Onboarding (Flow): The "Brand Logo" image doesn't have a description or alternative text assigned. 3. Subscription (pre-purchase): The images don't have the required alt attribute. The alt attribute must be present on all images whether it is populated or not. 4. Checkout modal (Flow): The image description doesn't accurately describe the content of the "This is a carousel slide" image. 5. Subscription (post-purchase) (Flow): Downgrade to premium monthly: The SVG icon "Tick" doesn't have a title/description. 6. My Designs: The decorative image "search icon" has a description.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	<p>Features:</p> <p>There is no audio-only and video-only content present in the application.</p>
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	<p>Features:</p>

Criteria	Conformance Level	Remarks and Explanations
		There are no videos or multimedia content present in the application which requires captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Features: There is no multimedia content present in the application which requires audio descriptions.
1.3.1 Info and Relationships (Level A)	Partially Supports	Features: The screen reader properly identifies most of the information available in the application and the screen reader user is easily able to perceive the relationships between elements and their respective roles. However, there are a few exceptions where visually impaired users face difficulty in understanding the information and its corresponding relationships. Exceptions: <ol style="list-style-type: none"> 1. My Account (Flow): In the main section, the screen reader announces hidden content. 2. Onboarding (Flow): The screen reader does not announce the "Brand Color" buttons. 3. Header: In the header section, the screen reader announces hidden content. 4. Subscription (pre-purchase): The tabular data for the "Compare All Plan features" table is not defined as an HTML table. 5. Header: The role="menu" does not contain its children role="menuitem". The element does not include ARIA roles necessary to communicate the relationship to the screen reader with secondary elements. 6. My Designs: The heading text "My Designs", "Folders", "Design", etc. are not indicated as a heading. 7. Onboarding (Flow): The screen reader does not announce the

Criteria	Conformance Level	Remarks and Explanations
		<p>proper information about the progress bar.</p> <p>8. Subscription (post-purchase) (Flow): The buttons "No" & "Yes, Add Team Members" in the list are announced in one go when focused and the user cannot select and/or activate them individually.</p> <p>9. My Designs: There is not a heading level 1 present in the website.</p> <p>10. Home - Left Navigation: The "My Designs", "My Templates", "Team Designs", etc. are visually indicated but not properly coded in a list.</p>
1.3.2 Meaningful Sequence (Level A)	Supports	<p>Features:</p> <p>The screen reader announces content in the webpage in a meaningful sequence.</p>
1.3.3 Sensory Characteristics (Level A)	Supports	<p>Features:</p> <p>Textual alternative is available for the information, which is presented in the form of sensory characteristics.</p>
1.4.1 Use of Color (Level A)	Supports	<p>Features:</p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>
1.4.2 Audio Control (Level A)	Not Applicable	<p>Features:</p> <p>There is no such audio available in the application, which plays automatically as soon as the page is launched.</p>
2.1.1 Keyboard (Level A)	Partially Supports	<p>Features:</p> <p>The application has many interactive user interface components like buttons, links, dropdowns, and most of these elements are operable using a keyboard with and without the screen reader. However, there are a few exceptions where functionality is not keyboard accessible.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Exceptions:</p> <ol style="list-style-type: none"> 1. Home - Left Navigation: The button "Add Group" is not operable by the keyboard. 2. Home - Left Navigation: Add a group: The dropdown menu "Access within the organization" cannot be expanded or collapsed using the keyboard. The user cannot reach the options inside of the dropdown and focus is not trapped within the first and the last interactive elements within the menu. 3. My Designs: The button "New Folder" is not operable by the keyboard. 4. My Brands: The drop-down menu "Access within the organization" cannot be expanded or collapsed using the keyboard. The user cannot reach the options inside of the dropdown and focus is not trapped within the first and the last interactive elements within the menu. 5. Business Team: The tabs on the tab control "Designs", and "Members" cannot be navigated using the keyboard only. 6. Templates (Flow): The checkbox "Free", "Premium", etc. are not operable by the keyboard. 7. My Designs: The button "Edit", and "Shear" present on the backside of the graphic "Internal Recruitment Methods Infographic", "Untitled", etc. are only visible on mouse hover. 8. My Designs: The button "Gear" is only visible on mouse hover. 9. Header: The buttons "Help", and "Account" do not collapse using the ESC key. 10. Home - Left Navigation - Create New: The button "Create New" does not collapse using the "Esc" key.
2.1.2 No Keyboard Trap (Level A)	Supports	Features:

Criteria	Conformance Level	Remarks and Explanations
		Focus traverse smoothly and does not get struck during keyboard navigation.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	Features: There are no character key shortcuts implemented in the application that conflict with the predefined screen reader shortcuts.
2.2.1 Timing Adjustable (Level A)	Not Applicable	Features: There is no time-based activity available in the web application for which the timing notification is implemented.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	Features: There is no moving content in the application where content changes automatically and requires a mechanism to pause, Stop or hide it.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	Features: There is no flashing or blinking content present anywhere in the application.
2.4.1 Bypass Blocks (Level A)	Partially Support	Features: There are headings and landmarks present on the page to bypass the repeated content on multiple webpages. However, Skip to main content link is not provided. Exception: 1. Header: There is no available method to bypass repeated blocks of content and go directly to the beginning of the main content.
2.4.2 Page Titled (Level A)	Supports	Features: In the application, all the pages have unique page titles to understand the context of the pages.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.3 Focus Order (Level A)</p>	<p>Partially Supports</p>	<p>Features:</p> <p>The application components receive focus in a meaningful order. However, there are a few exceptions where the focus is not in logical order.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Header: The link "Invite Team" don't have a logical navigation sequence using only the keyboard. 2. Header: On selecting the button "Help", "Account", the keyboard focus does not trap within the dropdown list. 3. Home - Left Navigation: Create New: On selecting the button "Create New", the keyboard focus does not trap within the dropdown list. 4. My Designs: On the modal window "Welcome to Venngage Group", the keyboard focus does not trap within the modal window. 5. My Account (Flow): The tab focus moves to the inside content without even expanding the buttons "Change Name", "Change Password", etc. 6. Chatbot: On selecting the button "Terms of Service 2.4", the keyboard focus does not automatically move to the modal window. 7. Checkout modal (Flow): The edit field "CVC" doesn't have a logical navigation sequence using only the keyboard. 8. Header: The "Header" section does not have a logical navigation sequence using swipe gestures. 9. Checkout modal (Flow): Inside the modal window, the voiceover focus order does not have a logical navigation sequence using a swipe gesture. 10. Subscription (pre-purchase): The focus reaches inside the buttons "Help denoted as (?)" and "My account" without expanding it.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	<p>Features:</p> <p>The purpose of each link in the application can be determined from the link text alone or from the programmatic context of the link. However, there is an exception where the link is not descriptive.</p> <p>Exception:</p> <ol style="list-style-type: none"> Header: The link "Venngage Infograph" is not descriptive or accurate or doesn't provide accurate information about where it redirects the user.
2.5.1 Pointer Gestures (Level A 2.1 only)	Not Applicable	<p>Features:</p> <p>There are no functionalities present in the application with complex pointer gestures where an alternative means for operating the content is provided.</p>
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	<p>Features:</p> <p>The application functions that use a single pointer are completed when the user releases the pointer.</p>
2.5.3 Label in Name (Level A 2.1 only)	Supports	<p>Features:</p> <p>Visual labels match with the accessible or programmatic names for all the elements.</p>
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	<p>Features:</p> <p>The application does not have functionality operated by the device motion or user motion.</p>
3.1.1 Language of Page (Level A)	Does Not Supports	<p>Features:</p> <p>The default language of the application is not defined using the lang attribute in the HTML markup.</p>
3.2.1 On Focus (Level A)	Supports	<p>Features:</p>

Criteria	Conformance Level	Remarks and Explanations
		The application components do not initiate a change of context when focused.
3.2.2 On Input (Level A)	Supports	Features: Change of context does not occur automatically on user input.
3.3.1 Error Identification (Level A)	Partially Supports	Features: In the application, where errors occur automatically, the screen reader identifies the error, and an error message is provided as text. However, there is an exception where error is not identified. Exception: 1. Business Team: Add Member flow: On accessing the "Send Invite" button, there is a visible error message but, the screen reader user is not aware that an error has occurred because it is not programmatically associated.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Features: The UI elements are provided with correct and meaningful labels. However, there are a few exceptions where the input fields are not labelled programmatically. Exceptions: 1. Onboarding (Flow): The edit field "Enter your website" doesn't have a programmatic label assigned that describes its purpose. 2. My Designs: No label is provided for the input field "New Folder Name".
4.1.1 Parsing (Level A)	Partially Supports	The application uses semantically correct markup for all interface elements, has complete start and end tags, and has tags with unique ID values. However, there is an exception where the IDs of elements are not unique.

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		Exception: 1. My Designs: More than one instance of an ID " my-designs-button-share " is found.
4.1.2 Name, Role, Value (Level A)	Partially Supports	Features: Most of the components present in the application have proper name/label, role/state, and value, which helps the screen reader user to understand the actual purpose and nature of these components. However, there are a few exceptions where Name/Role/Value is not associated properly for the elements. Exceptions: 1. My Designs: The settings/gear icon doesn't have a role nor label that defines the function of the control. 2. Business Team: Add Member flow: The "Clear" button is not labeled programmatically. 3. Templates (Flow): The button "Clear Search" doesn't have a role nor label that defines the function of the control. 4. Header: The button "Help" is not labeled programmatically. 5. Chatbot: The expand/collapse chat modal window is not operable while using the screen reader. 6. My Designs: The button "New Folder" is incorrectly coded with <a> tag. 7. My Designs: The elements "New Folder" & "Test" don't have a role that programmatically defines the function of the control. 8. My Designs: The state of the button "New Folder", whether its content is collapsed or expanded, is not announced by the screen reader. 9. My Account (Flow): The screen reader does not announce the selected state of the currently active link "Profile". 10. Onboarding (Flow): The screen reader does not announce the

Criteria	Conformance Level	Remarks and Explanations
		selected state of the currently active button "Brochure" & "Report".

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Features: There is no live multimedia content present in the application.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Features: There is no multimedia content present in the application which requires audio descriptions.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Features: Content doesn't restrict its view and operation to a single display orientation in the application. The users can view the application in the landscape mode.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	Features: The purpose of each input field collecting information about the user is programmatically determined when the input field serves a purpose identified in the Input purposes for user interface components, and the content is implemented using technologies with support for identifying the expected meaning for form input data.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Features:

Criteria	Conformance Level	Remarks and Explanations
		<p>The application has sufficient color contrast ratios i.e., 4.5:1 for most of the regular text present in the application. However, there are a few exceptions where color contrast fails.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Header: In the main region, the color contrast ratio between the text "Enterprise" and its background is less than 4.5:1. 2. Header: In the main region, the color contrast ratio between the link "Home" and its background is less than 4.5:1. 3. Home - Left Navigation: In left navigation, the color contrast ratio between the button "Create New" text and its background is less than 4.5:1. 4. My Designs: In the main region, the color contrast ratio between the text "Restart" and its background is less than 4.5:1. 5. My Templates: In the main region, the color contrast ratio between the button "Delete" and its background is less than 4.5:1. 6. My Account (Flow): In the main region, the color contrast ratio between the button "Change Name" and its background is less than 4.5:1. 7. Subscription (post-purchase) (Flow): Include Cancel My Subscription flow: In the main region, the color contrast ratio between the button "50% off" and its background is less than 4.5:1. 8. Subscription (post-purchase) (Flow): In the main region, the color contrast ratio between the text "Get 2 months FREE with yearly!" and its background is less than 4.5:1. 9. Checkout modal (Flow): In the main region, the color contrast ratio between the text "Business" and its background is less than 4.5:1. 10. Chatbot: In the main region, the color contrast ratio between the button "Vote Now" and its background is less than 4.5:1.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	Partially Supports	<p>Features:</p> <p>All the application content and user interfaces support standard zoom capabilities built into modern web view and operating systems. However, there are a few exceptions where the content doesn't align properly on zooming the browser to 400%.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. My Designs: The user-scalable parameter set to "no"/maximum-scale less than 2 within the <meta name="viewport"> tag is disabling the zooming on the page. 2. Home - Left Navigation: The left navigation goes beyond the user's visual range and is incomprehensible because the context is lost. 3. Templates (Flow): The edit field "Search" and button "Plan type" gets overlapped with itself in a "Portrait mode". 4. Subscription (pre-purchase): The content of the webpage gets truncated in a "Portrait mode" as well as "Landscape mode" in iPad.
1.4.5 Images of Text (Level AA)	Not Applicable	<p>Features:</p> <p>There is no such information present in the application, which is in the form of Image of text.</p>
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	<p>Features:</p> <p>The screen adapts when the zoom is applied. The user can swipe to access the content presented on the webpage. However, there are a few exceptions where the content doesn't align properly on zooming the browser to 400%.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Header: The button "Help", "Account" is truncated. The user is not able to see part of the content presented on the webpage. 2. Home - Left Navigation: The left navigation goes beyond the

Criteria	Conformance Level	Remarks and Explanations
		user's visual range, and it's rendered incomprehensible because the context is lost.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	<p>Features:</p> <p>The application provides a sufficient contrast ratio for different user interface components. Non-Text elements such as buttons, form fields etc. have a contrast ratio of 3.0:1. However, there are a few exceptions where color contrast ratio of the non-text control is less than the standard ratio.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. My Designs: In the main region, the color contrast ratio between the button "Close (X)" and its background is less than 3.0:1. 2. My Designs: In the main region, the color contrast ratio between the edit field "Search My Designs" and its background is less than 3.0:1. 3. My Templates: In the main region, the color contrast ratio between the button "Close (X)" and its background is less than 3.0:1. 4. My Brands: In the main region, the color contrast ratio between the button "Add (+)" and its background is less than 3.0:1. 5. Checkout modal (Flow): In the main region, the color contrast ratio between the icon button "Discount" and its background is less than 3.0:1. 6. Checkout modal (Flow): In the main region, the color contrast ratio between the border of edit field "Cardholder's Name", "Card Number", etc. and their background is less than 3.0:1. 7. Checkout modal (Flow): In the main region, the color contrast ratio between the button "Close (X)" and its background is less than 3.0:1.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	Features:

Criteria	Conformance Level	Remarks and Explanations
		The application provides support for people with low vision and cognitive disabilities as it allows users to view the application content in their desired text (Letter, word, line, and paragraph) spacing.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	Features: The tooltip is accessible on all the elements in the application which triggers the additional content after receiving tab focus.
2.4.5 Multiple Ways (Level AA)	Supports	Features: More than one way of finding a page within a set of web pages is available in the application.
2.4.6 Headings and Labels (Level AA)	Partially Supports	Features: All the Headings present in the application are descriptive enough to understand their purpose. Sufficient labels are also provided for the form fields wherever a descriptive label is needed. However, there are a few exceptions where the label is not descriptive. Exceptions: 1. Header: The label "HS" does not describe the purpose of the input. 2. Chatbot: The label "Gif's" does not describe the purpose of the input.
2.4.7 Focus Visible (Level AA)	Partially Supports	Features: All focusable elements in the application have a visible keyboard focus indicator. However, there are a few exceptions where the focus indicator is not visible. Exceptions: 1. Header: Focus is not visible on the links "Home", "Templates", etc. while the user is navigating with the keyboard.

Criteria	Conformance Level	Remarks and Explanations
		<p>2. Home - Left Navigation: Focus is not visible on the buttons "Create New", "My Designs" while the user is navigating with the keyboard.</p> <p>3. My Designs: Focus is not visible on the button "New Folder" while the user is navigating with the keyboard.</p> <p>4. Templates (Flow): Focus is not visible on the buttons "Recommended", "featured", etc. while the user is navigating with the keyboard.</p>
3.1.2 Language of Parts (Level AA)	Not Applicable	<p>Features:</p> <p>The Application's content is available in English language only. There is no change in language throughout the application.</p>
3.2.3 Consistent Navigation (Level AA)	Supports	<p>Features:</p> <p>Repeated components are occurring in the same order on every page of the application, which helps screen reader and cognitive user to predict the location of different web elements on each page.</p>
3.2.4 Consistent Identification (Level AA)	Supports	<p>Features:</p> <p>Elements, which have the same functionality across multiple pages in the application, have same labels or same name.</p>
3.3.3 Error Suggestion (Level AA)	Supports	<p>Features:</p> <p>Error suggestion messages are descriptive enough for users to understand and resolve the problem.</p>
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	<p>Features:</p> <p>This success criterion is related to legal commitment, financial data, etc., which involves serious risk, if no option, is provided for the user to review or revert the data before submission. However, application does not have such forms, where such risk is associated.</p>

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	<p>Features:</p> <p>Dynamic changes and notifications are automatically announced, and screen reader users can identify the updated status / progress of all tasks programmatically in the application. However, there are a few exceptions where the status message is either not implemented or not announced by the screen reader.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. My Designs: The screen reader does not announce the number of search results when user enter any search term in the search edit. 2. Business Team: Add Member flow: The status message after accessing the "Close Member" is not implemented. 3. My Account (Flow): The status message is not announced by the screen reader after accessing the "Submit" button. 4. Onboarding (Flow): The loading alert message "setting up your branding kit..." is not being announced to the screen reader user. 5. Templates (Flow): The screen reader does not announce the number of search results when user enter any search term in the search edit.

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