

Snapdocs Accessibility Conformance Report

VPAT® Version 2.4^{1*}

Name of product/version:	Snapdocs - Digital Closing Application (Consumer Signing Experience)
Product description:	Website / HTML email
Report date:	6 August, 2021
Last updated:	1 April, 2022
Contact information:	compliance@snapdocs.com
Notes:	<p>The WCAG Report section relies on the Remarks and Explanations column to clarify conformance levels for Snapdocs. Snapdocs has a broad set of capabilities which may or may not be used by all clients. We therefore divide and represent conformance for each of the following capabilities:</p> <ol style="list-style-type: none">1. Common Components2. Email3. eSign your Documents4. General5. Login6. Review closing documents <p>Each of these capabilities is represented as a product “user flow”. Each user flow is supported by a set of UX components supporting user interaction with the product. When reporting conformance, we provide a total count of components and a “conformance percentage” for each user flow. This provides a more granular view of</p>

^{1*} “Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

	<p>Snapdocs conformance based upon the underlying capabilities.</p> <p>Note: Many of these components rely on integrations with Docusign. Snapdocs has been working with Docusign to determine workarounds or remediations; their VPAT can be found here. Where applicable, we have noted in this document which elements have either</p> <ul style="list-style-type: none">a) an existing workaround implemented by Docusign orb) a remediation roadmapped by Docusign.
Evaluation methods used:	<p>This conformance report is based on the results of an accessibility audit conducted by TPG Interactive on a representative sample of pages/components across selected user journeys, for the purpose of assessing conformance to the Web Content Accessibility Guidelines (WCAG) 2.1.</p> <p>The W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <p>Desktop browsers: Chrome and Firefox</p> <p>Assistive technologies: JAWS and NVDA</p> <p>Accessibility testing tools: ARC Toolkit, Colour Contrast Analyser, Web Developer and Chrome accessibility pane/inspector</p>

Applicable
standards/guidelines

This report covers the degree of conformance for the following accessibility standards/guidelines:

- [Web Content Accessibility Guidelines 2.1](#) Level A/AA

Terms

The terms used in the conformance level information are defined as follows:

Supports: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

Partially supports: Some functionality of the product does not meet the criterion.

Does not support: The majority of product functionality does not meet the criterion.

Not applicable: The criterion is not relevant to the product.

Not evaluated: The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA criteria.

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WCAG 2.1 Report

Table 1: Web Content Accessibility Guidelines (WCAG) 2.1, Level A

Notes:

Criteria	Conformance level	Remarks and explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Partially Supports 2. Email: Does Not Support 3. eSign your Documents: Partially Supports 4. General: Partially Supports 5. Login: Supports 6. Review closing documents: Partially Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 18 components comply ● 8 components do not comply <p><u>Issue Summary</u></p> <p>Informational images: 8 failures A meaningful image must have a text alternative that serves the equivalent purpose.</p> <p>Decorative/formatting images: 5 failures Images that are decorative or redundant must be ignored by assistive technology.</p> <p>Active images: 1 failure Each image used in a control to indicate the purpose of the control must have a text</p>

		alternative that describes the control's purpose.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)	<ol style="list-style-type: none"> 1. Common Components: Not Applicable 2. Email: Not Applicable 3. eSign your Documents: Not Applicable 4. General: Not Applicable 5. Login: Not Applicable 6. Review closing documents: Not Applicable 	Snapdocs contains no audio-only or video-only content.
<u>1.2.2 Captions (Prerecorded)</u> (Level A)	<ol style="list-style-type: none"> 1. Common Components: Not Applicable 2. Email: Not Applicable 3. eSign your Documents: Not Applicable 4. General: Not Applicable 5. Login: Not Applicable 6. Review closing documents: Not Applicable 	Snapdocs does not contain synchronized media with prerecorded audio content.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)	<ol style="list-style-type: none"> 1. Common Components: Not Applicable 2. Email: Not Applicable 3. eSign your Documents: Not Applicable 	Snapdocs does not contain any synchronized media which would require an alternative for

	<p>4. General: Not Applicable</p> <p>5. Login: Not Applicable</p> <p>6. Review closing documents: Not Applicable</p>	<p>time-based media or audio description.</p>
<p>1.3.1 Info and Relationships (Level A)</p>	<p>1. Common Components: Supports</p> <p>2. Email: Supports</p> <p>3. eSign your Documents: Partially Supports</p> <p>4. General: Partially Supports</p> <p>5. Login: Supports</p> <p>6. Review closing documents: Partially Supports</p>	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 17 components comply ● 13 components do not comply <p>Note: of the 13 non-compliant components, 2 are owned by DocuSign, and we have a planned remediation or there is a workaround.</p> <p><u>Issue Summary</u></p> <p>Headings (correctly marked up, appropriate level, no empty headings): 19 failures Elements conveyed as headings must be marked up as headings/expose a heading role and have an appropriate level. Elements that are not conveying headings (including empty elements) must not be</p>

		<p>marked up/exposed as headings.</p> <p>Text-level semantics (em, strong, strike, sub, sup, q etc.): 11 failures Text must expose the correct semantics.</p> <p>Lists: 4 failures Lists must be contained within semantically correct containers.</p> <p>Correct landmark use (header, footer, main, search, aside): 1 failure Landmark elements/roles/labels must be appropriate.</p> <p>Data tables: 1 failure Data tables must be defined as well-formed tables with correct row and column headers. Complex tables having multiple header levels must be defined using headers and id attributes.</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p>	<p>1. Common Components: Supports</p> <p>2. Email: Supports</p>	<p><u>Component Analysis</u></p>

	<ol style="list-style-type: none"> 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Partially Supports 	<ul style="list-style-type: none"> ● 23 components comply ● 2 components do not comply <p><u>Issue Summary</u></p> <p>Meaningful sequence: 2 failures Page content must be organized in a logical and understandable order even without visual layout.</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
<p><u>1.4.1 Use of Color</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Does Not Support 2. Email: Does Not Support 3. eSign your Documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 21 components comply

	<ol style="list-style-type: none"> 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<ul style="list-style-type: none"> ● 4 components do not comply <p>Note: of the 4 non-compliant components, 1 is owned by DocuSign, and we have a planned remediation or there is a workaround.</p> <p><u>Issue Summary</u></p> <p>Color as meaning: 5 failures Color must not be used as the only visual means for conveying meaning.</p>
<p><u>1.4.2 Audio Control</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Not Applicable 2. Email: Not Applicable 3. eSign your Documents: Not Applicable 4. General: Not Applicable 5. Login: Not Applicable 6. Review closing documents: Not Applicable 	<p>Snapdocs does not contain any audio which plays automatically for more than 3 seconds.</p>
<p><u>2.1.1 Keyboard</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 	<p><u>Component Analysis</u></p>

	<ol style="list-style-type: none"> 3. eSign your Documents: Partially Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<ul style="list-style-type: none"> ● 23 components comply ● 2 components do not comply <p>Note: of the 2 non-compliant components, 2 are owned by DocuSign, and we have a planned remediation or there is a workaround.</p> <p><u>Issue Summary</u></p> <p>Keyboard navigation/interaction: 2 failures All functions that can be used with a mouse must be navigable and operable with the keyboard.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p>

		None
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
<p>2.2.1 Timing Adjustable (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Does Not Support 4. General: Supports 5. Login: Does Not Support 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 16 components comply ● 9 components do not comply <p><u>Issue Summary</u></p> <p>Time limits: 9 failures A usable indication of a session timeout needs to be provided or users must be able to turn off, adjust or extend the time limit.</p>

<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Partially Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 24 components comply ● 1 component does not comply <p><u>Issue Summary</u></p> <p>Moving content (pause/stop/hide): 1 failure</p> <p>If content moves, blinks, or scrolls automatically for more than five seconds, users must be able to pause, stop, or hide it.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>

<p><u>2.4.1 Bypass Blocks</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Partially Supports 5. Login: Does Not Support 6. Review closing documents: Partially Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 20 components comply ● 5 components do not comply <p><u>Issue Summary</u></p> <p>Page title: 5 failures Each page must have a unique and descriptive title.</p>
<p><u>2.4.3 Focus Order</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 23 components comply

	<ol style="list-style-type: none"> 4. General: Supports 5. Login: Partially Supports 6. Review closing documents: Partially Supports 	<ul style="list-style-type: none"> ● 2 components do not comply <p><u>Issue Summary</u></p> <p>Focus order: 1 failures Components must receive focus in an order that preserves meaning and operability.</p> <p>Modal dialogs: 1 failures Users must not be able to Tab away from a modal dialog without explicitly dismissing it.</p>
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>

<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Does Not Support 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 24 components comply ● 1 component does not comply <p><u>Issue Summary</u></p> <p>Accessible name contains label: 1 failure For all elements with a visible text/label, the accessible name must contain the visible text.</p>
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</p>	<ol style="list-style-type: none"> 1. Common Components: Not Applicable 2. Email: Not Applicable 	<p>Snapdocs does not have functionality operated by device motion or user motion.</p>

	<ol style="list-style-type: none"> 3. eSign your Documents: Not Applicable 4. General: Not Applicable 5. Login: Not Applicable 6. Review closing documents: Not Applicable 	
<p><u>3.1.1 Language of Page</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Partially Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Partially Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 23 components comply ● 2 components do not comply <p><u>Issue Summary</u></p> <p>Language of page: 2 failures Web pages must specifically declare their primary language.</p>
<p><u>3.2.1 On Focus</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply

	<p>6. Review closing documents: Supports</p>	<p><u>Issue Summary</u></p> <p>None</p>
<p><u>3.2.2 On Input</u> (Level A)</p>	<p>1. Common Components: Supports</p> <p>2. Email: Supports</p> <p>3. eSign your Documents: Supports</p> <p>4. General: Supports</p> <p>5. Login: Supports</p> <p>6. Review closing documents: Supports</p>	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
<p><u>3.3.1 Error Identification</u> (Level A)</p>	<p>1. Common Components: Supports</p> <p>2. Email: Supports</p> <p>3. eSign your Documents: Partially Supports</p> <p>4. General: Supports</p> <p>5. Login: Supports</p> <p>6. Review closing documents: Supports</p>	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 24 components comply ● 1 component does not comply <p>Note: of the 1 non-compliant components, 1 is owned by Docusign, and we have a planned remediation or there is a workaround.</p>

		<p><u>Issue Summary</u></p> <p>Error identification: 1 failure</p> <p>An automatically detected input error must be identified and described in text to the user.</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
<p><u>4.1.1 Parsing</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Partially Supports 4. General: Partially Supports 5. Login: Supports 6. Review closing documents: 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 21 components comply ● 4 components do not comply <p>Note: of the 4 non-compliant components, 2 are owned by DocuSign, and</p>

	<p>Partially Supports</p>	<p>we have a planned remediation or there is a workaround.</p> <p><u>Issue Summary</u></p> <p>Parsing: 7 failures The parsed DOM of the page must not have errors that prevent assistive technology from correctly interpreting content.</p>
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Does Not Support 3. eSign your Documents: Partially Supports 4. General: Partially Supports 5. Login: Supports 6. Review closing documents: Partially Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 19 components comply ● 11 components do not comply <p>Note: of the 11 non-compliant components, 6 are owned by DocuSign, and we have a planned remediation or there is a workaround.</p> <p><u>Issue Summary</u></p> <p>Dialog: 3 failures The modal dialog needs to follow the established design pattern.</p>

		<p>Link: 0 failures Link</p> <p>Tabs: 1 failures The tabbed interface needs to follow the established design pattern to expose name, role and state information to assistive technology.</p> <p>Menu button: 1 failure Menu button</p> <p>Combo box: 0 failure Combo box</p> <p>Accessible name: 1 failure Controls must have an accessible name.</p> <p>States and properties (required / invalid): 1 failure Required and invalid form controls must convey/expose the fact that they are required and invalid.</p> <p>Menu or menu bar: 1 failure Menu or menu bar</p>
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Table 2: Web Content Accessibility Guidelines (WCAG) 2.1, Level AA

Notes:

Criteria	Conformance level	Remarks and explanations
<p>1.2.4 Captions (Live) (Level AA)</p>	<ol style="list-style-type: none"> 1. Common Components: Not Applicable 2. Email: Not Applicable 3. eSign your Documents: Not Applicable 4. General: Not Applicable 5. Login: Not Applicable 6. Review closing documents: Not Applicable 	<p>Snapdocs does not contain synchronized media with <i>live</i> audio content.</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p>	<ol style="list-style-type: none"> 1. Common Components: Not Applicable 2. Email: Not Applicable 3. eSign your Documents: Not Applicable 4. General: Not Applicable 5. Login: Not Applicable 6. Review closing documents: Not Applicable 	<p>Snapdocs does not contain any synchronized media which would require an audio description.</p>
<p>1.3.4 Orientation (Level AA 2.1 only)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 	<p><u>Component Analysis</u></p>

	<ol style="list-style-type: none"> 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p>	<ol style="list-style-type: none"> 1. Common Components: Does Not Support 2. Email: Supports 3. eSign your Documents: Partially Supports 4. General: Partially Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 15 components comply ● 10 components do not comply <p>Note: of the 10 non-compliant components, 1 is</p>

	<p>5. Login: Does Not Support</p> <p>6. Review closing documents: Partially Supports</p>	<p>owned by DocuSign, and we have a planned remediation or there is a workaround.</p> <p><u>Issue Summary</u></p> <p>Text contrast: 18 failures Text elements must have sufficient color contrast.</p>
<p>1.4.4 Resize text (Level AA)</p>	<p>1. Common Components: Partially Supports</p> <p>2. Email: Supports</p> <p>3. eSign your Documents: Partially Supports</p> <p>4. General: Supports</p> <p>5. Login: Supports</p> <p>6. Review closing documents: Supports</p>	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 20 components comply ● 5 components do not comply <p>Note: of the 5 non-compliant components, 5 are owned by DocuSign, and we have a planned remediation or there is a workaround.</p> <p><u>Issue Summary</u></p>

		<p>Resize text (including not preventing zoom on mobile/tablet): 5 failures</p> <p>Users must be able to resize text, without using assistive technology, up to 200% with no loss of content or functionality.</p>
<p>1.4.5 Images of Text (Level AA)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p>	<ol style="list-style-type: none"> 1. Common Components: Partially Supports 2. Email: Supports 3. eSign your Documents: Partially Supports 4. General: Supports 5. Login: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 20 components comply ● 5 components do not comply <p>Note: of the 5 non-compliant</p>

	<p>6. Review closing documents: Supports</p>	<p>components, 5 are owned by DocuSign, and we have a planned remediation or there is a workaround.</p> <p><u>Issue Summary</u></p> <p>Reflow:5 failures Content must be presented without loss of information or functionality and must not require both horizontal and vertical scrolling.</p>
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)</p>	<p>1. Common Components: Supports</p> <p>2. Email: Supports</p> <p>3. eSign your Documents: Partially Supports</p> <p>4. General: Supports</p> <p>5. Login: Supports</p> <p>6. Review closing documents: Partially Supports</p>	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 22 components comply ● 4 components do not comply <p>Note: of the 4 non-compliant components, 1 is owned by DocuSign, and we have a planned remediation</p>

		<p>or there is a workaround.</p> <p><u>Issue Summary</u></p> <p>Non-text contrast for UI components (including states): 3 failures Visual information used to indicate states and boundaries of active interface components must have sufficient color contrast.</p> <p>Non-text contrast for graphical objects: 2 failures Graphical objects must have sufficient color contrast.</p>
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Partially Supports 4. General: Supports 5. Login: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 23 components comply ● 2 components do not comply <p>Note: of the 2 non-compliant</p>

	<p>6. Review closing documents: Supports</p>	<p>components, 2 are owned by DocuSign, and we have a planned remediation or there is a workaround.</p> <p><u>Issue Summary</u></p> <p>Text spacing: 3 failures Changing text spacing must not result in a loss of content or functionality.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p>	<p>1. Common Components: Supports</p> <p>2. Email: Supports</p> <p>3. eSign your Documents: Supports</p> <p>4. General: Supports</p> <p>5. Login: Supports</p> <p>6. Review closing documents: Supports</p>	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
<p>2.4.5 Multiple Ways (Level AA)</p>	<p>1. Common Components: Supports</p> <p>2. Email: Supports</p>	<p><u>Component Analysis</u></p>

	<ul style="list-style-type: none"> 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p>	<ul style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Partially Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Partially Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 23 components comply ● 2 components do not comply <p>Note: of the 2 non-compliant components, 1 is owned by DocuSign, and we have a planned remediation or there is a workaround.</p> <p><u>Issue Summary</u></p> <p>Headings are descriptive: 1 failure Headings should appropriately describe</p>

		<p>the content/section that they relate to.</p> <p>Labels are descriptive: 1 failure Labels provided for controls/elements are sufficiently descriptive (subjective).</p>
<p>2.4.7 Focus Visible (Level AA)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
<p>3.1.2 Language of Parts (Level AA)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p>

		None
3.2.3 Consistent Navigation (Level AA)	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
3.2.4 Consistent Identification (Level AA)	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
3.3.3 Error Suggestion (Level AA)	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 	<p><u>Component Analysis</u></p>

	<ol style="list-style-type: none"> 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Supports 5. Login: Supports 6. Review closing documents: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 25 components comply ● 0 components do not comply <p><u>Issue Summary</u></p> <p>None</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p>	<ol style="list-style-type: none"> 1. Common Components: Supports 2. Email: Supports 3. eSign your Documents: Supports 4. General: Partially Supports 5. Login: Supports 	<p><u>Component Analysis</u></p> <ul style="list-style-type: none"> ● 24 components comply ● 1 components do not comply

	<p>6. Review closing documents: Partially Supports</p>	<p><u>Issue Summary</u></p> <p>Status messages: 1 failures Status messages must be programmatically determinable without receiving keyboard focus.</p>
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Table 3: Web Content Accessibility Guidelines (WCAG) 2.1, Level AAA

Notes:

Criteria	Conformance level	Remarks and explanations
<u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA)	Not evaluated	
<u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA)	Not evaluated	
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA)	Not evaluated	
<u>1.2.9 Audio-only (Live)</u> (Level AAA)	Not evaluated	
<u>1.3.6 Identify Purpose</u> (Level AAA 2.1 only)	Not evaluated	
<u>1.4.6 Contrast Enhanced</u> (Level AAA)	Not evaluated	
<u>1.4.7 Low or No Background Audio</u> (Level AAA)	Not evaluated	
<u>1.4.8 Visual Presentation</u> (Level AAA)	Not evaluated	
<u>1.4.9 Images of Text (No Exception) Control</u> (Level AAA)	Not evaluated	

<u>2.1.3 Keyboard (No Exception)</u> (Level AAA)	Not evaluated	
<u>2.2.3 No Timing</u> (Level AAA)	Not evaluated	
<u>2.2.4 Interruptions</u> (Level AAA)	Not evaluated	
<u>2.2.5 Re-authenticating</u> (Level AAA)	Not evaluated	
<u>2.2.6 Timeouts</u> (Level AAA 2.1 only)	Not evaluated	
<u>2.3.2 Three Flashes</u> (Level AAA)	Not evaluated	
<u>2.3.3 Animation from Interactions</u> (Level AAA 2.1 only)	Not evaluated	
<u>2.4.8 Location</u> (Level AAA)	Not evaluated	
<u>2.4.9 Link Purpose (Link Only)</u> (Level AAA)	Not evaluated	
<u>2.4.10 Section Headings</u> (Level AAA)	Not evaluated	
<u>2.5.5 Target Size</u> (Level AAA 2.1 only)	Not evaluated	

2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Not evaluated	
3.1.3 Unusual Words (Level AAA)	Not evaluated	
3.1.4 Abbreviations (Level AAA)	Not evaluated	
3.1.5 Reading Level (Level AAA)	Not evaluated	
3.1.6 Pronunciation (Level AAA)	Not evaluated	
3.2.5 Change on Request (Level AAA)	Not evaluated	
3.3.5 Help (Level AAA)	Not evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Not evaluated	

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