



DocuSign Accessibility Conformance Report

VPAT® Version 2.5 (WCAG Edition)

Name of Product

Agreement Desk

Report Date

May 5, 2026

Product Description

The DocuSign Agreement Desk web application is a collaborative hub for managing agreement intake, communication, negotiation, envelopes, and approvals.

Contact Information

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Notes

For more information about DocuSign Accessibility, please view the [DocuSign Accessibility Hub](#).

Evaluation Methods Used

This conformance report is based on the results of an accessibility audit conducted by TPG Interactive, LLC (“Vispero”) on a representative sample of pages and components across selected user journeys to assess conformance to accessibility guidelines.

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.

The following applications were used as part of the audit to identify potential accessibility issues:

- Desktop browsers: Chrome
- Assistive technologies: JAWS, NVDA
- Accessibility testing tools: Colour Contrast Analyser, ARC Toolkit

Applicable Standards/Guidelines

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

Terms

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

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

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Meaningful Images: Most meaningful images have appropriate text alternatives, with one exception:

Criteria	Conformance Level	Remarks and Explanations
		1. Loading progress indicator spinners do not have text alternatives. Functional Images: Functional images have a text alternative that describes the action initiated by the control. Decorative Images: Most decorative images are hidden from screen reader users, with one exception: 1. Avatar images adjacent to the user's name are not hidden. Note: The user journeys tested did not contain complex images, time-based media, online tests, CAPTCHA, or sensory experiences.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The user journeys tested did not contain audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The user journeys tested did not contain prerecorded synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The user journeys tested did not contain prerecorded synchronized media.
1.3.1 Info and Relationships (Level A)	Partially Supports	Field Error/Description Association: Field error messages and field descriptions are programmatically associated with input fields, with one exception: 1. In the Rename document modal dialog, the file type extension is not

Criteria	Conformance Level	Remarks and Explanations
		programmatically associated with the file name field. Field Groupings Indication: Field groupings are programmatically indicated and legends are programmatically associated, with some exceptions: 1. In the Select document for signature modal dialog, the legend for the checkbox group is not programmatically associated. 2. On the Create Request page, the uploaded documents grouping is not programmatically indicated. Semantic Markup Used for Headings: Headings are implemented properly with semantic markup. Field Label Association: Input field labels are programmatically associated with their corresponding input fields. Required Fields Indication: Required fields are indicated programmatically, with one exception: 1. In the New Approval modal, the Add approvers combobox is not programmatically indicated as required.

Criteria	Conformance Level	Remarks and Explanations
		2. In the Send Message modal dialog, the To combobox is not programmatically indicated as required. Page Structure: Landmark regions are appropriately defined. Content Structure: Most content is marked up in a way that conveys appropriate semantic meaning, with these exceptions: 1. In the Request Types table, the content in the "Created by" column is incorrectly marked up as H2 headings. 2. The Activity Feed timeline on the request page is currently implemented as a single-level list, but it should be structured as a nested list. 3. In the Request modal dialog, the details should be marked up as a description list. 4. In the Admin tab in Settings modal dialog, the section headings are not marked up as headings. Table Headers Association: The relationship between data cells and table headers is programmatically determinable, with the exception of two tables which contain an empty header cell.

Criteria	Conformance Level	Remarks and Explanations
		Layout Tables: The user journeys tested did not contain any layout tables.
1.3.2 Meaningful Sequence (Level A)	Supports	When the sequence in which content is presented affects its meaning, the content is presented in the correct reading order.
1.3.3 Sensory Characteristics (Level A)	Supports	References to shape, size, visual location, orientation, or sound were not found in the user journeys tested.
1.4.1 Use of Color (Level A)	Supports	Where color is used to convey meaning, that same meaning is conveyed with another visual cue.
1.4.2 Audio Control (Level A)	Not Applicable	The user journeys tested did not contain audio content that automatically starts.
2.1.1 Keyboard (Level A)	Partially Supports	Most interactive elements receive keyboard focus and are keyboard-operable, with some exceptions: 1. In the Request Types table, the links to open each request type are not keyboard focusable nor operable. 2. When the “Start” menu is expanded, keyboard navigation through the menu items and submenus behaves unexpectedly.
2.1.2 No Keyboard Trap (Level A)	Supports	When using a keyboard alone and when using a keyboard with a screen reader, the user can move keyboard focus to and from all

Criteria	Conformance Level	Remarks and Explanations
		interactive elements without the focus being trapped.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	The user journeys tested did not have character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Not Applicable	The user journeys tested did not contain time limits.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	The user journeys tested did not contain moving, blinking, scrolling, or auto-updating content.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The user journeys tested did not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Not Applicable	The user journeys tested did not contain blocks of content that repeat across multiple pages.
2.4.2 Page Titled (Level A)	Does Not Support	The page title is not sufficiently descriptive. It is “Requests DocuSign” at all times.
2.4.3 Focus Order (Level A)	Partially Supports	Focus Order: The focus order of interactive elements is logical and intuitive, and in a sequence that preserves meaning and operability. Focus Management: In several instances, focus is not managed properly: 1. When activating any sortable column header, the table reloads and keyboard

Criteria	Conformance Level	Remarks and Explanations
		focus unexpectedly moves outside the table. 2. In the Settings modal dialog, focus is not managed properly when controls are added and removed when editing and saving most settings. 3. When the Upload a New Version modal dialog is closed, focus is not returned to the control that triggered it. 4. In the Request Types table, when activating the “Set as default” option in the “More actions” menu, focus does not return to the menu button. 5. In the Filters dialog, pressing the Escape key while a select control is open causes unexpected focus behavior. 6. When activating the “Start” menu button, focus remains on the expanded menu button and does not move to the first menu item.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of all links can be determined from their link text alone or when combined with their context.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	The user journeys tested did not contain multipoint or path-based gestures. All functionality can be activated with a single pointer.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	All functionality is executed on the up event, and a mechanism to cancel or undo the action is provided.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	Accessible names for interactive elements include the visible label.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	The user journeys tested did not contain functionality that responds to device or user motion.
3.1.1 Language of Page (Level A)	Supports	The default language of the page is set via the lang attribute of the <html> element. In addition, when the language of the page is changed via the language selector, the value of the lang attribute is updated to reflect the selected language.
3.2.1 On Focus (Level A)	Supports	When interactive elements receive keyboard focus, a change of context does not occur.
3.2.2 On Input (Level A)	Partially Supports	When users enter input or change the settings of interactive elements, a change of context does not occur, with some exceptions: 1. When the value of the “Results per page” select control in the table pagination is changed, the table reloads and keyboard focus unexpectedly moves away from the control. 2. In the Notifications tab in the Settings modal dialog, when toggling the switch

Criteria	Conformance Level	Remarks and Explanations
		controls, keyboard focus unexpectedly moves away from the controls.
3.2.6 Consistent Help (Level A 2.2 only)	Not Applicable	The user journeys tested did not contain a help mechanism that occurs on multiple pages.
3.3.1 Error Identification (Level A)	Supports	Field input errors are clearly described in text.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Correct visible labels or instructions are provided for input fields, with some exceptions: 1. In the Email tab in the Settings modal dialog, a loading icon is incorrectly shown on a button when the form has shown an error. 2. In the Filter dialogs, the operator comboboxes do not have visible labels. 3. In the Share and New Approval modal dialogs, the search fields use placeholder text to provide instructions.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	The user journeys tested did not require information previously entered to be entered again.
4.1.1 Parsing (Level A)	Not Applicable	This criterion has been removed from WCAG 2.2.
4.1.2 Name, Role, Value (Level A)	Partially Supports	For most user interface components, the name and correct role can be programmatically determined, values, states, and properties can be set by the user, and the

Criteria	Conformance Level	Remarks and Explanations
		user is notified of state and property changes, with these exceptions: 1. In the Email tab in the Settings modal dialog, the expected group role is not announced. 2. In the Send Message modal dialog, the unpressed state of the formatting options toggle buttons is not programmatically indicated. 3. In the Statuses tab in the Settings modal dialog, each list item has an accessible name that conflicts with the controls inside the list item. 4. In the Search combobox, the listbox popup does not have an accessible name.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The user journeys tested did not contain live synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The user journeys tested did not contain prerecorded synchronized media.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Content is not restricted to a single-screen orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Not Applicable	The user journeys tested did not contain input fields that collect information about the user.

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1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	The contrast ratio between text and its background color meets the minimum contrast requirement, with one exception: 1. In the Request Types table, the links in the Name column do not have sufficient contrast in the hover state.
1.4.4 Resize Text (Level AA)	Does Not Support	When content is scaled up to 200%, a loss of content or functionality occurs across most of the web application's views.
1.4.5 Images of Text (Level AA)	Supports	The DocuSign logo is the only image that contains text in the user journeys tested. Since the text in the logo is part of a brand name, its presentation is essential and considered an exception.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Does Not Support	When content is set to a width of 320 CSS pixels, there is a loss of information or functionality, or horizontal scrolling is required on all pages in Agreement Desk.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	Controls, control states, and graphical objects meet the 3:1 contrast requirement.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The text spacing requirements can be applied without resulting in a loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Content that is triggered on hover or keyboard focus meets the dismissible, hoverable, and persistent requirements.

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2.4.5 Multiple Ways (Level AA)	Supports	Agreement Desk is a single web page, so it does not require more than one method of navigating to other web pages. Modal dialogs opened from the main Requests page are used to navigate to content.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels are clear and descriptive.
2.4.7 Focus Visible (Level AA)	Supports	Interactive elements have a visible focus indicator when they receive keyboard focus.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	When interactive elements receive keyboard focus, the focused element is not obscured or entirely hidden.
2.5.7 Dragging Movements (Level AA 2.2 only)	Does Not Support	There is one instance of dragging movements. To reorder statuses in the Statuses tab in the Settings modal dialog, the drag and drop controls cannot be operated with a single pointer without dragging movements..
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	The target size for pointer inputs is at least 24 by 24 CSS pixels.
3.1.2 Language of Parts (Level AA)	Supports	Changes in language are programmatically defined using the lang attribute on the containing element or its parent.
3.2.3 Consistent Navigation (Level AA)	Not Applicable	Agreement Desk is a single web page and does not have repeated navigation components.

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3.2.4 Consistent Identification (Level AA)	Supports	Meaningful icons, functional images, links, or buttons that are repeated are consistently identified.
3.3.3 Error Suggestion (Level AA)	Partially Supports	Error suggestions are provided for all fields that require them and clearly describe how to correct the error, with one exception: 1. In the Email tab in the Settings modal dialog, when attempting to save an invalid email address, the toast message does not clearly describe the error and expected format.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	The user journeys tested did not contain forms that lead to legal commitments, financial transactions, modification or deletion of user-controlled data, or submission of test responses.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Not Applicable	Agreement Desk does not contain an authentication process.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Does Not Support	Most status messages are not programmatically determined through role or properties and are not announced by assistive technologies without receiving focus. 1. In the Request Types table, a status message is not announced when setting a default. 2. In the Statuses tab in the Settings modal dialog, a status message is not

Criteria	Conformance Level	Remarks and Explanations
		announced when moving a status up or down. 3. Toast messages that appear on top of a modal dialog are not announced. 4. In the Email tab in the Settings dialog, there is no screen reader announcement when resetting to default.

Table 3: Success Criteria, Level AAA

Note: Table 3 has been removed because this product has not been tested for conformance to WCAG Level AAA criteria.

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