



DocuSign Accessibility Conformance Report

VPAT® Version 2.5 (WCAG Edition)

Name of Product

DocuSign eSignature (Signing Experience)

Report Date

March 24, 2025

Product Description

The Signing Experience provides a simple and secure way to electronically sign digital documents.

Contact Information

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Notes

This Accessibility Conformance Report (ACR) includes an accessibility audit of [Freeform](#) and [Responsive](#) signing.

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 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, Firefox
- Assistive technologies: JAWS, NVDA
- Accessibility testing tools: ARC Toolkit, ARC Capture Extension, Colour Contrast Analyzer

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)

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 these exceptions:

Criteria	Conformance Level	Remarks and Explanations
		1. Images set as supplemental files in an envelope do not have a text alternative. 2. On the Drawing dialog, the drawing canvas does not have a text alternative. 3. In the footer, the text alternative for the Docusign logo is insufficiently descriptive. Functional Images: Most functional images have a text alternative that describes the action initiated by the control with one exception: 1. On the Adopt Stamp dialog, the text alternative for the change shape and rotate buttons is insufficiently descriptive. Decorative Images: Decorative images are hidden from screen reader users. Not Applicable criteria: 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.

Criteria	Conformance Level	Remarks and Explanations
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: Most field error messages and field descriptions are programmatically associated with input fields with one exception: 1. On the Assign to Someone Else dialog, the remaining characters counter is not programmatically associated with the "Provide a reason" textarea. Field Groupings Indication: Most field groupings are programmatically indicated with one exception: 1. On the Drawing dialog, the color and pen width controls in the toolbar are not programmatically indicated. Semantic Markup Used for Headings: Most headings are implemented with semantic markup with these exceptions: 1. On the freeform signing page, text appears as a visual heading but is not marked up as such. 2. On the Agreement dialog, text appears as visual headings but are not marked up as such. 3. On the Thumbnails dialog, text appears as a visual heading but is not marked up as such.

Criteria	Conformance Level	Remarks and Explanations
		4. On the Adopt Stamp dialog, text appears as a visual heading but is not marked up as such. Field Label Association: Input field labels are programmatically associated with their corresponding input fields. Required Fields Indication: Required fields are indicated programmatically. Page Structure: Landmark regions are appropriately defined. Content Structure: Content is marked up in a way that conveys appropriate semantic meaning. Table Description Association: Visible headings that serve as a table caption are programmatically associated with their respective tables. Table Headers Association: The relationship between data cells and table headers is programmatically determinable. Layout Tables: The user journeys tested did not contain layout tables.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Partially Supports	Most content is presented in the correct reading order with these exceptions: 1. When the Comments dialog is open, content behind the dialog is reachable by screen readers causing content to be read out of sequence. 2. When the Supplemental File dialog is open, content behind the dialog is reachable by screen readers causing content to be read out of sequence. 3. On the Drawing dialog, the color palette buttons are announced twice in browse mode.
1.3.3 Sensory Characteristics (Level A)	Supports	In the user journeys tested, references to shape, size, visual location, orientation, or sound were not found.
1.4.1 Use of Color (Level A)	Partially Supports	Where color is used to convey meaning, that same meaning is conveyed with another visual cue with one exception: 1. On the Drawing dialog, color is the only visual cue used to indicate the color of the color palette buttons.
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 these exceptions:

Criteria	Conformance Level	Remarks and Explanations
		1. When the freeform signing page is magnified to 175% and beyond, the field flyout menu is not keyboard accessible. 2. On the freeform signing page, field placement is not keyboard accessible. 3. On the freeform signing page, the “X” delete button on the “Adopt Stamp” field does not receive keyboard focus. 4. On the Comments dialog, the comment visibility options are not keyboard accessible. 5. The Add Comment functionality is not keyboard accessible.
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 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)	Supports	When the session timeout occurs, users are allowed to extend the session by selecting the “Continue” button on the session timeout dialog.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	The user journeys tested did not contain moving, blinking, scrolling, or auto-updating content.

Criteria	Conformance Level	Remarks and Explanations
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 titles for both regular signing and freeform signing are insufficiently descriptive.
2.4.3 Focus Order (Level A)	Partially Support	In most cases, the focus order of interactive elements is logical and intuitive, and in a sequence that preserves meaning and operability, with these exceptions: 1. When signing a document that has grouped checkboxes, in some cases, keyboard focus may not be intuitive. 2. On the Adopt Stamp dialog, the input field used for uploading files receives keyboard focus but it is visually hidden and not interactive. 3. Focus is not maintained within the Supplemental File modal dialog. 4. On the Drawing dialog, the <canvas> element receives keyboard focus but it is not interactive.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of all links can be determined from its link text alone or when combined with its context.

Criteria	Conformance Level	Remarks and Explanations
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.
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)	Partially Supports	Most accessible names for interactive elements include the visible label with one exception: 1. On the Comments dialog, the accessible name for the "All Recipients" button is "who can see this".
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 language selected.
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)	Supports	When users enter input or change the settings of interactive elements, a change of context does not occur.

Criteria	Conformance Level	Remarks and Explanations
3.2.6 Consistent Help (Level A 2.2 only)	Supports	A self-help option is provided and occurs in the same order on both the regular signing and freeform signing 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	Visible labels or instructions are provided for input fields with these exceptions: 1. In the Comments dialog, the "Write a comment" and "Write a reply" textareas do not have a visible label. 2. On the freeform signing page, the date signed, name and checkbox fields do not have a visible label. 3. On the freeform signing page, instructions indicating the fields placed on the document can be repositioned with the arrow keys are not provided.
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 user is notified of state and property changes with these exceptions.

Criteria	Conformance Level	Remarks and Explanations
		1. On the Adopt Stamp dialog, when the user uploads an image, the viewport control does not have an ARIA role or an accessible name. 2. In the footer, the accessible name for the language selector does not adequately describe the purpose of the control. 3. When the signing page reflows to the mobile view and the language selector is implemented as a list of buttons, the selected state of the buttons is not announced. 4. On the freeform signing page, the "X" delete button on the date signed, name checkbox, signature and stamp fields does not have an ARIA role or an accessible name. 5. On the freeform signing page, the signature and text field resize controls do not have an ARIA role or an accessible name. 6. On the freeform signing page, the date signed, name, checkbox and stamp field does not have an accessible name. 7. On the Comments dialog, the "All Recipients" control has an incorrect ARIA role.

Criteria	Conformance Level	Remarks and Explanations
		8. The Supplemental File dialog does not have an accessible name. 9. The Comments dialog has an incorrect property value of aria-modal="true". 10. The accessible name for the Drawing and Crop and Rotate dialogs is insufficiently descriptive. 11. On the Drawing dialog, the color palette and pen width controls have an incorrect ARIA role. 12. The Thumbnail and Download panels have an incorrect role. 13. On the Crop and Rotate dialog, when the user uploads an image, the viewport control does not have an ARIA role or 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 live 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.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Supports	The contrast ratio between text and its background color meets the minimum contrast requirement.
1.4.4 Resize Text (Level AA)	Partially Supports	Most of the text can be scaled up to 200% without a loss of content and functionality with one exception: 1. Some footer content is removed from the view.
1.4.5 Images of Text (Level AA)	Supports	The DocuSign logo is the only image that contains text in Signing. 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)	Partially Supports	When content is set to a width of 320 CSS pixels, most content is presented without a loss of information or functionality, and without requiring horizontal scrolling with one exception: 1. Some footer content is removed from the view.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	Controls, control states, and graphical objects meet the 3:1 contrast requirement with one exception: 1. On the freeform signing page, the resizing controls on the corners of the signature and text fields do not meet the 3:1 contrast requirement.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially Supports	The text spacing requirements can be applied without resulting in a loss of content or functionality with one exception: 1. When signing a document, applying the text spacing requirements results in text being truncated in the Note field.
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.
2.4.5 Multiple Ways (Level AA)	Supports	Signing is a single web page, so it does not require more than one method of navigating to other web pages.
2.4.6 Headings and Labels (Level AA)	Partially Supports	Most headings and labels are clear and descriptive with one exception: 1. On the Drawing dialog, the "CLEAR ALL" button label is insufficiently descriptive.
2.4.7 Focus Visible (Level AA)	Partially Supports	Most interactive elements have a visible focus indicator when they receive keyboard focus with these exceptions: 1. On the Agreement dialog, the "X" close button does not have a visible focus indicator when it receives keyboard focus. 2. On the Adopt Stamp dialog, when the user uploads an image, the zoom control does not have a visible focus

Criteria	Conformance Level	Remarks and Explanations
		indicator when it receives keyboard focus. 3. On the Drawing dialog, the "UPLOAD" button does not have a visible focus indicator when it receives keyboard focus.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	When interactive elements receive keyboard focus, the focus indicator is not obscured or entirely hidden.
2.5.7 Dragging Movements (Level AA 2.2 only)	Does Not Support	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)	Does Not Support	Changes in language occur in the language selector menu. When the language of the menu item differs from the default language of the page, that language is not set via the lang attribute on the container of the menu item.
3.2.3 Consistent Navigation (Level AA)	Supports	Repeated navigation components occur in the same relative order visually and programmatically on both the regular signing and freeform signing pages.
3.2.4 Consistent Identification (Level AA)	Supports	Meaningful icons, functional images, links, or buttons that are repeated across both the regular signing and freeform signing pages are consistently identified.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA)	Supports	Error suggestions are provided for all fields that require them and clearly describe how to correct the error.
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)	Supports	The user journeys tested did not require a cognitive function test for any step in the authentication process.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	Status messages are provided and are programmatically determined through role or properties and announced by assistive technologies without receiving focus with one exception: 1. When signing a document, if the user selects the "Finish" button before the required fields have been completed, a status message indicating the number of required fields remaining appears at the top of the page. This visible status message is apparent to sighted users, but not announced to people using a screen reader.

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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