



DocuSign Accessibility Conformance Report

DocuSign iOS Mobile Application

VPAT® Version 2.4 Revised (Feb 2020)

Name of Product/Version: DocuSign iOS Mobile Application

Report Date: April 2, 2024

Product Description: The DocuSign iOS mobile application allows users to send, sign, and manage agreements. The app is available to install from the Apple App Store.

Contact Information: accessibility@docuSign.com

Notes: The DocuSign Accessibility Program consists of Accessibility Engineers and Designers fully dedicated to accessibility goals, and has implemented a number of programs including a governance committee, an accessible Design System, training, a champions program, a standardized interpretation of the WCAG Success Criteria, standardized testing steps, and role-based accessibility tasks. For more information, please view the [DocuSign Accessibility Statement](#).

Evaluation Methods Used: We used a range of inspection methods to test for specific accessibility issues, including screen reader testing and keyboard-only testing. We used the following device, assistive technology, and tools to support our testing:

- Device: Apple iPhone

- Assistive technologies: VoiceOver (with keyboard and using swipe gestures), Full Keyboard Access
- Accessibility testing tools: Apple Accessibility Inspector, Colour Contrast Analyser by TPGi

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.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Most non-text content, including complex and functional images, have meaningful text equivalents. Most decorative images are ignored by assistive technology. Exceptions: • The DocuSign logo in the header does not have a text alternative. • Profile picture images are decorative but not ignored by assistive technology. • The text alternatives for the icon button to expand or collapse the Key Terms bottom sheet are “chevron up” or “chevron down”, respectively.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The mobile application does not contain prerecorded audio-only nor video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Prerecorded audio content within the mobile application have synchronized captions.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Does Not Support	The mobile application contains one instance of prerecorded synchronized media which would require an alternative for time-based media or audio description, but it does not have either. This instance is an instructional video titled “How to Create a Template” that is displayed when the user does not have any templates. As a workaround users can read instructions in text on the Docusign Support Center.
1.3.1 Info and Relationships (Level A)	Partially Supports	In most cases, information and structural relationships can be determined programmatically from the content. Most headings and semantic markup are defined to provide an optimal experience for users who rely on assistive technology. Exceptions: • Field error messages and field descriptions are not programmatically associated with the related field. • On the Sign screen with the mobile friendly switch toggled on, table semantics for layout tables may be incorrectly exposed depending on the document layout. • Some of the visible headings throughout the mobile application are not programmatically indicated as headings. • On the Add Fields screen, radio buttons and checkboxes added to the document are visually grouped, but this grouping is

Criteria	Conformance Level	Remarks and Explanations
		not programmatically indicated for assistive technology. - On the Key Terms Feedback screen, the “Like” and “Dislike” buttons are visually grouped with a group label, but this grouping is not programmatically indicated for assistive technology. - On the Sign screen, the “Mobile Friendly” visible label for the toggle switch is not programmatically associated with the control.
<u>1.3.2 Meaningful Sequence</u> (Level A)	Partially Supports	The correct reading sequence is meaningful throughout the mobile application, with some exceptions. Exceptions: - On the Draw or Take Photo for Signature screen, the formatting buttons for color and stroke width, the contrast slider control, and retake button cannot be focused using VoiceOver. - When scanning a document with the camera, the “Searching for document” or “Poor light searching for the document” text cannot be focused using VoiceOver. - In the Key Terms sheet, the back button and search input are read in the incorrect, reverse order. - On the Sign screen, when the “All Comments” modal dialog is open, the

Criteria	Conformance Level	Remarks and Explanations
		document content behind the modal is not hidden from assistive technology. When adding a comment, while the “Who can see this” dialog is open, the other contents on the screen outside the dialog are not hidden from assistive technology.
1.3.3 Sensory Characteristics (Level A)	Supports	The mobile application does not rely on sensory characteristics for instructions.
1.4.1 Use of Color (Level A)	Partially Supports	In most cases, color is not used as the sole means to convey information, indicate an action, prompt a response, or distinguish a visual element. Exception: On the Draw or Take Photo for Signature screen, the buttons to change the color of your signature are indicated using color alone.
1.4.2 Audio Control (Level A)	Not Applicable	The mobile application does not contain any audio which plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A)	Partially Supports	Most functionality is operable through a Bluetooth keyboard while VoiceOver or Full Keyboard Access is enabled. Users have the ability to navigate, activate and perform actions with a keyboard, with some exceptions. Exceptions:

Criteria	Conformance Level	Remarks and Explanations
		- The following controls are not focusable nor operable with the keyboard: - the profile/account button inside the Account setting dialog - the Share button in the Preview Document modal sheet - controls related to creating or editing your signature on the Sign screen - the buttons in the Comments dialog on the Sign screen - some fields added to the document on the Add Fields screen - Keyboard users are not able to create a signature, as the mobile application requires users to draw their signature or take a photo of it.
2.1.2 No Keyboard Trap (Level A)	Does Not Support	There is one keyboard trap in the mobile application. In the Preview Document modal sheet, focus cannot be moved from the document using only a keyboard interface.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The mobile application does not provide keyboard shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	The mobile application does not feature time limits.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The mobile application does not display content that moves, blinks, scrolls, or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The mobile application does not contain flashing content.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)	Not Applicable	The mobile application does not include large blocks of repeated content on different pages that would require bypass functionality.
2.4.2 Page Titled (Level A)	Supports	All screens and web pages within the mobile application have titles that describe their topic or purpose.
2.4.3 Focus Order (Level A)	Partially Supports	In most cases, elements that receive focus are presented in a logical order that honors the presentation and preserves meaning. Exceptions: • On the Draw or Take Photo for Signature screen, the formatting buttons for color and stroke width, the contrast slider control, and retake button cannot be focused using VoiceOver. • While the app navigation side panel is open, focus is not contained within it, allowing keyboard focus to elements behind the panel. • Some instances of non-interactive elements (such as form field labels, headings, and graphics) incorrectly receive keyboard focus. • When the Update Name modal dialog is closed, focus does not return to the edit button that invoked the dialog. • On the Add Fields screen, fields added to the document may not be presented in a logical focus order.

Criteria	Conformance Level	Remarks and Explanations
		- On the Sign screen, keyboard focus is not contained within some menus while they are open. - When the Add Recipients screen loads, a dialog titled “Add Fields for Me” may open but focus does not automatically move to it.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	All functionality can be operated using a single pointer without using a path-based gesture or a multi-point gesture unless the gesture is essential.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	Single-pointer functions can be aborted by moving the pointer to a neutral location.
2.5.3 Label in Name (Level A 2.1 only)	Partially Supports	For most user interface components with text labels or images of text, the accessible name of the component contains the text that is presented visually. Exception: When adding a comment, the accessible name of the button to open the “Who can see this” dialog does not include the visible label.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	The mobile application does not have functionality operated by device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Supports	The human language of each page can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	User interface components do not initiate a change of context when they receive focus.
3.2.2 On Input (Level A)	Supports	The mobile application does not cause an unexpected change of context when interacting with elements.
3.3.1 Error Identification (Level A)	Supports	Input errors are identified when the user submits each form, and the errors are described to the user in text.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Labels or instructions are provided for all form fields, with minor exceptions. These labels and instructions are programmatically associated with the form fields for those who rely on assistive technology. Exceptions: • Required form fields are not indicated as required. • In the Update Name modal dialog, the form fields are labeled by placeholder text. • On the Create Account page, the Country/Region combobox button is programmatically labeled by the selected option, not the “Country/Region” label.
4.1.1 Parsing (Level A)	Supports	No parsing issues relevant to this success criterion were detected.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Partially Supports	The web application provides the correct name, role, state, and other important accessibility information for its controls. These properties are properly associated and available on all controls for users who rely on assistive technology. Exceptions: • In the Key Terms bottom sheet, there is a carousel widget which is not correctly exposed to assistive technology. • The required property of form fields is not programmatically indicated. • On the Draw or Take Photo for Signature screen, the Draw area has an incorrect accessible name. • On the Draw or Take Photo for Signature screen, the contrast slider does not have the correct role. • On the Add Fields screen, the form fields added to the document do not have the correct name, role, and properties. • When scanning a document with the camera, the Take Picture button does not have an accessible name. • The “Change Style” menu to change the font of your signature does not have the correct states and properties. • When adding a comment, in the “Who can see this” dialog, the state of the selected option is not programmatically indicated.

Criteria	Conformance Level	Remarks and Explanations
		- Several buttons lack the button role. These include: - the “Account settings” button on the Home screen - the buttons to open each envelope on the All Documents screen - the brush size, color, erase, and retake buttons on the Draw or Take Photo for Signature screen - the button to edit each recipient on the Add Recipients screen - the “Needs to Sign”, “In-person signer”, and “Receives a copy” role buttons on the Edit Recipient screen - the common key terms buttons in the Key Terms modal sheet - the buttons for each comments in the “All Comments” modal dialog

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The mobile application does not contain synchronized media with live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Does Not Support	The mobile application contains one instance of prerecorded synchronized media which would require audio description, but it does not have

Criteria	Conformance Level	Remarks and Explanations
		audio description. This instance is an instructional video titled “How to Create a Template” that is displayed when the user does not have any templates. As a workaround users can read instructions in text on the Docusign Support Center .
1.3.4 Orientation (Level AA 2.1 only)	Does Not Support	Content restricts its view and operation to a single display orientation. Most screens within the mobile application are restricted to portrait orientation; the signature creation screens are restricted to landscape orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	All form fields that collect information about the current user programmatically identify their purpose.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	In most cases, text has sufficient contrast against its background. Exceptions: • Field placeholder text does not have sufficient contrast. • When some controls receive keyboard focus using Full Keyboard Access, the color of the control changes and causes insufficient color contrast for text within the control.
1.4.4 Resize text (Level AA)	Partially Supports	In most cases, text can be resized up to 200 percent (AX3, Larger Accessibility Type Size in iOS Accessibility Settings) using the operating system settings without loss of content or

Criteria	Conformance Level	Remarks and Explanations
		functionality. There are no properties that prevent users from resizing text. Exceptions: • In the Recipient Advanced Options dialog, when text is resized, the “Mobile-friendly viewing” label is partially obscured by the toggle switch control. • In the Key Terms sheet, text becomes truncated when resized.
1.4.5 Images of Text (Level AA)	Not Applicable	The mobile application does not contain images of text.
1.4.10 Reflow (Level AA 2.1 only)	Supports	Content does not require scrolling in two dimensions. Viewport size cannot be modified because this is a mobile application.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	Most controls and graphical objects have a contrast ratio of at least 3:1. Exceptions: • On the Take Photo for Signature screen, the contrast slider does not have sufficient color contrast. • The borders of some text input fields do not have sufficient color contrast. • When some controls receive keyboard focus using Full Keyboard Access, the color of the control changes and causes insufficient color contrast.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only)	Not Applicable	The mobile application is not implemented using a markup language that supports the user being able to adjust text style properties.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	Content that appears on hover or focus is dismissible, hoverable, and persistent.
2.4.5 Multiple Ways (Level AA)	Supports	This success criterion is not applicable to mobile applications. Additionally, since the mobile application contains sets of pages that are steps within a process and thus falls under the exception, navigation is only allowed sequentially from step to step.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels are descriptive throughout the mobile application.
2.4.7 Focus Visible (Level AA)	Partially Supports	Most keyboard operable user interface components provide a visible keyboard focus indicator. Exception: On the Log In - Password page, the back button to edit your email address does not have a focus indicator.
3.1.2 Language of Parts (Level AA)	Supports	The human language of each passage or phrase in the content can be programmatically determined.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational mechanisms that are repeated on multiple pages within a set of pages occur in the same relative order each time they are repeated.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA)	Partially Supports	Components that have the same functionality within a set of pages are identified consistently, with one exception. Exception: Buttons that open a menu of additional actions are labeled “More actions” throughout the mobile application, except in the Key Terms modal sheet where it is labeled “Menu bar”.
3.3.3 Error Suggestion (Level AA)	Supports	For all automatically detected input errors where suggestions for correction are known, the suggestions are provided to the user.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	The mobile application does not contain pages that cause legal commitments or financial transactions, modify, or delete user-controllable data in a data storage system, or submit user test responses.
4.1.3 Status Messages (Level AA 2.1 only)	Does Not Support	Status messages, including error messages, are not programmatically determined and require focus in order to be announced by VoiceOver.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated.

Legal Disclaimer

Docusign provides this Accessibility Conformance Report for transparency and as a resource to help you evaluate our services. This Accessibility Conformance Report is not intended to be a certification of compliance and is provided “as is” and for informational purposes only. Docusign, Inc. makes no warranty that the subject Docusign product listed on the first page of this Accessibility Conformance Report fully complies with Web Content Accessibility Guidelines (WCAG), and neither this Accessibility Conformance Report nor any statement contained in this Accessibility Conformance Report shall be construed to create any obligation, express or implied, on the part of Docusign, Inc. to modify the subject product or render it compliant with WCAG. Both the subject product and the contents of this Accessibility Conformance Report are subject to change at any time without notice.