



DocuSign Accessibility Conformance Report

VPAT® Version 2.5 (WCAG Edition)

Name of Product

DocuSign Maestro

Report Date

August 14, 2025

Product Description

DocuSign Maestro is a core platform service powering the DocuSign IAM portfolio that allows users to create customized workflows that automate agreement processes without writing code.

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 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 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)
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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: 1. In the Map field component, the “Back” arrows in the dropdowns.

Criteria	Conformance Level	Remarks and Explanations
		2. On the canvas, the images that represent True/False branching. 3. On the Workflow Templates page, the icons that represent app tools. Decorative Images: Decorative images are hidden from screen reader users. 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: Most field error messages and field descriptions are programmatically associated with input fields, with one exception: 1. On the Send an Email dialog, the error messages for the Subject, Headline and Body text fields are not programmatically associated with the fields.

Criteria	Conformance Level	Remarks and Explanations
		Field Groupings Indication: Most field groupings are programmatically indicated, with these exceptions: 1. On the Store Files dialogs launched from the canvas, the field grouping that creates the “Filename” is not programmatically indicated. 2. On the Steps Rules dialog, the conditional statements field grouping is not programmatically indicated. Semantic Markup Used for Headings: Most headings are implemented with semantic markup, with these exceptions: 1. In the Workflow dialog, the “Add Workflow start” heading text appears as a visual heading but is not marked up as such. 2. In the Method description component, text appears as a visual heading but is not marked up as such. 3. On the Map Field component, the “Personal Information” text appears as a visual heading but is not marked up as such. 4. In the Collect Data from ID dialog, text appears as a visual heading but is not marked up as such. 5. In the Set up Invite dialog, the “Would you like to include a custom message?”

Criteria	Conformance Level	Remarks and Explanations
		text appears as a visual heading but is not marked up as such. 6. In the Send an Email preview, the headline text appears as a visual heading but is not marked up as such. Content Structure: Most of the content is marked up in a way that conveys appropriate semantic meaning with these exceptions: 1. On the canvas, the True/False branches are presented as an unordered list but not marked up as a list. 2. In the Send Email Preview, the footer links are presented as an unordered list but are not marked up as a list. 3. On the Template Details page, the items in the "What's required" section and the "Instructions" section are presented as an unordered list but not marked up as a list. 4. In the Map Fields component, the "Instance Details" list does not convey the number of list items accurately. 5. In the Map Fields component, the content "No results found, Type a different word or clear to view option list" appears when the user performs a search in the "Find Variable"

Criteria	Conformance Level	Remarks and Explanations
		combobox, but is hidden from assistive technology. - On the Envelope History dialog, the list of envelope properties is not marked up correctly. - On the Agreement Template Builder page, the list of fields is not marked up correctly. - On the Add Fields page, the list of standard fields is not marked up correctly. Page Structure: Most landmark regions are appropriately defined with one exception: - On the Workflows page, the pagination region has an inaccurate label. Supports criteria: Field Label Association: Input field labels are programmatically associated with their corresponding input fields. Table Headers Association: The relationship between data cells and table headers is programmatically determinable. Layout Tables: Maestro does not contain layout tables.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	When the sequence in which content is presented affects its meaning, the content is

Criteria	Conformance Level	Remarks and Explanations
		presented by assistive technology in the correct reading order with these exceptions: - On the canvas, the tab order of the branch True/False labels does not follow the expected interaction. - On the Workflows page, since the "Your Workflow is Ready to Run" dialog does not properly contain focus within its boundaries, the tab order does not follow the expected interaction.
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)	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 these exceptions: - On the canvas page, mouse dragging is required to change the position of the workflow tree and cannot be moved with the keyboard. - On the Add Workflow start dialog, the "Select a Method" combobox cannot be operated with a keyboard.

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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 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 can extend the session by selecting the Continue button on the session timeout dialog.
2.2.2 Pause, Stop, Hide (Level A)	Partially Supports	The edges of the blue dot that appears when a workflow is completed pulses. Users cannot pause, stop or hide the dot until they close the dialog.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The edges of the blue dot that appears when a workflow is completed does not pulse more than three times in any one second period.
2.4.1 Bypass Blocks (Level A)	Supports	Maestro provides a method to bypass the header navigation content.
2.4.2 Page Titled (Level A)	Does Not Support	Maestro page titles are insufficiently descriptive.
2.4.3 Focus Order (Level A)	Partially Supports	Focus Order: 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. On the Workflows page, after clearing the “Search” field or removing a “Filter”

Criteria	Conformance Level	Remarks and Explanations
		option, keyboard focus is no longer visible on the page. 2. In the Add a Step listbox, when adding a new step or activating the “Close” button, focus moves to the top of the page. 3. In the Collect Data dialogs, after a user updates the “Search by Form Name” field, focus moves to the top of the page. 4. In the Collect Data dialogs, when the “Remove Selected Template” button is activated, focus moves to the top of the page. 5. When removing a selection from the Name Builder component, focus moves to the top of the page. 6. On the canvas, after adding a Branching Rule, the tab order of the controls that appear in the branches follows a horizontal direction instead of the columns of the branches. Focus Management: In most cases, focus is properly managed with these exceptions: 1. In the Participants dialog, after hitting the “Save” button without making selections, focus does not move to the first field in error.

Criteria	Conformance Level	Remarks and Explanations
		2. In the Missing Participants dialog, when the “Skip for Now” button is activated, focus moves to the top of the page. 3. In the Map Field component, if the user activates the Escape key while navigating a combobox, focus moves to the top of the page. 4. On the Workflows page, the "Your Workflow is Ready to Run" dialog does not properly contain focus within its boundaries.
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.
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 these exceptions: 1. On the canvas notification banner, the “View Guide” control has an accessible

Criteria	Conformance Level	Remarks and Explanations
		name that does not include the visible text label. 2. On the canvas, the “Configure” buttons have accessible names that do not include the visible text label, specifically “Edit” and the step’s name. 3. In the Map Field component, the “Find Variable” combobox relies on the value of the control for its 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)	Supports	When users enter input or change the settings of interactive elements, a change of context does not occur.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	A self-help option is provided and occurs in the same order in Maestro.
3.3.1 Error Identification (Level A)	Partially Supports	Field input errors are clearly described in text, with this one exception:

Criteria	Conformance Level	Remarks and Explanations
		1. In the Send an Email dialog, if the Subject, Headline and Body fields are empty when submitting the form, a “Configuration Error” text appears but does not state what is in error.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Visible labels or instructions are provided for input fields with these exceptions: 1. On the Workflows page, the results per page control lacks a visible label. 2. In the Add a Step listbox, the “Add the next step after this” field lacks a persistent visible label. 3. On the Set Up Invite dialog, the “Input custom message” field lacks a persistent visible label.
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. 1. In the Map Fields component:

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		a. The "Personal Information" control has incorrect ARIA roles, states and properties. b. The "Full Name" combobox has an incorrect ARIA role. c. The "Text" control does not correctly expose its required state. d. The "Instance Details" control in the "Full Name" dialog has an incorrect ARIA role. 2. The accessible name for the Workflow dialog is inaccurate. 3. In the Add Conditional Rule dialog, the "What operator will the rule use?" combobox does not have the correct ARIA role, does not convey selected states and lacks an accessible name. 4. In the Collect Signatures dialog: a. The "Learn more about direct signing" dialog lacks an accessible name. b. The "Assign a participant" control has an incorrect ARIA role and does not correctly expose its required state. 5. On the Workflows page, the "Your Workflow is Ready to Run" dialog lacks an accessible name.

Criteria	Conformance Level	Remarks and Explanations
		6. In the Collect Data with Web Forms dialog, the "Search by form name" control has an incorrect ARIA role and lacks an accessible name. 7. In the Send an Email dialog, invalid form fields are not conveyed to assistive technology.

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.
1.4.3 Contrast (Minimum) (Level AA)	Supports	In most cases, the contrast ratio between text and its background color meets the minimum contrast requirement, with one exception: 1. In the Date Picker calendar component, the dates do not meet the minimum contrast requirement.

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1.4.4 Resize Text (Level AA)	Does Not Support	When content is scaled up to 200%, the following areas have a loss of content or functionality: 1. When using browser zoom, the canvas page displays a message that 200% browser zoom is not supported. However, in-page zoom controls are available up to 200%. 2. The Workflow Instance page header that is launched from the Workflows page. 3. The Templates Details page that is launched from the Workflows page. 4. The “Your Workflow is ready” dialog.
1.4.5 Images of Text (Level AA)	Supports	The Docusign logo is the only image that contains text in Maestro. 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 content or functionality, or horizontal scrolling is required on all pages in Maestro.
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. In the Date Picker calendar component, the “Previous” and “Next” icons do not

Criteria	Conformance Level	Remarks and Explanations
		meet the minimum contrast requirement.
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 these exceptions: 1. In the Add a Step listbox, the placeholder text is obscured in the “Add the next step after this” field when text spacing requirements are applied. 2. On the Workflow Templates page, the description of the templates are truncated when text spacing requirements are applied.
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	Maestro provides more than one way to navigate to other pages within the site: 1. The navigation links at the top of the pages. 2. The Home page links to all pages
2.4.6 Headings and Labels (Level AA)	Partially Supports	Most headings and labels are clear and descriptive, with these exceptions: 1. On the canvas, the labels of the dialogs are not sufficiently descriptive. 2. On the Workflows page, the pagination region label is not sufficiently descriptive.

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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 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)	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)	Supports	Repeated navigation components occur in the same relative order visually and programmatically throughout Maestro.
3.2.4 Consistent Identification (Level AA)	Supports	Meaningful icons, functional images, links, or buttons that are repeated across pages in Maestro 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 Send an Email dialog, if the Subject, Headline and Body fields are empty when submitting the form, a “Configuration Error” text appears but

Criteria	Conformance Level	Remarks and Explanations
		does not 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 led 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. In the Add Conditional Rule dialog, a toast message indicates an error that is not announced to screen reader users.

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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