



DocuSign Accessibility Conformance Report

VPAT® Version 2.5 (WCAG Edition)

Name of Product

DocuSign eSignature (Sender Experience)

Report Date

June 13, 2025

Product Description

The Sender Experience allows users to create envelopes, add documents to the envelope, add envelope recipients, add fields to documents, and send the envelope.

Contact Information

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Notes

This Accessibility Conformance Report (ACR) includes an accessibility audit of the [Agreement Template Builder](#).

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)

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. On the Summary dialog launched from the Bulk Send page, the bar chart has multiple text alternatives, one of which does not convey meaningful information. 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. On the My Preferences page and the Sending Settings tab, the decorative images for the "Expand all sections by default" and "Expand first section by default" radio buttons 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.

Criteria	Conformance Level	Remarks and Explanations
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 these exceptions: 1. On the "Upload Profile Photo" dialog launched from the Home page, instructions that appear above the "Upload" button are not programmatically associated with the button. 2. On the Prepare page, if "Other" is selected in the "Envelope Type" select list, a "Envelope Types" input field is added to the page. The instruction text that appears below the "Envelope Types" input field is not programmatically associated with the field. Field Groupings Indication: Most field groupings are programmatically indicated, with these exceptions: 1. On the Create Your Signature dialog launched from the Home page, the signature style radio button grouping is not programmatically indicated. 2. On the Bulk Send dialog launched from the Prepare page, the radio button grouping for the upload method is not programmatically indicated.

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		Semantic Markup Used for Headings: Most headings are implemented with semantic markup, with these exceptions: 1. On the Dropdown dialog launched from the Agreement Template Builder page, text appears as a visual heading but is not marked up as such. 2. On the Prepare page, text appears as a visual heading but is not marked up as such. 3. On the Date Picker dialog launched from the Prepare page, text appears as a visual heading but is not marked up as such. 4. On the Add Fields page, 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: Most required fields are indicated programmatically, with one exception: 1. On the Prepare page, the "Days" and "Hours" fields in the Delay section are required but are not programmatically indicated as required.

Criteria	Conformance Level	Remarks and Explanations
		Page Structure: Most landmark regions are appropriately defined, with one exception: 1. On the Prepare page, if multiple Notary Groups are added, they are contained in different landmark regions but have the same accessible name. Content Structure: Most content is marked up in a way that conveys appropriate semantic meaning, with these exceptions: 1. On the Envelope History dialog, the list of envelope properties is not marked up correctly. 2. On the Agreement Template Builder page, the list of fields is not marked up correctly. 3. On the Add Fields page, the list of standard fields is not marked up correctly. Table Description Association: In most cases, labels that serve as a table caption are programmatically associated with their respective tables, with one exception: 1. On the Summary dialog launched from the Bulk Send page, the label for the visually hidden data table, which serves as the text alternative for the bar chart,

Criteria	Conformance Level	Remarks and Explanations
		is not programmatically associated with the table. Table Headers Association: The relationship between data cells and table headers is programmatically determinable. Layout Tables: On the Agreement Template Builder page, table semantics are conveyed to screen reader users for non-tabular content.
1.3.2 Meaningful Sequence (Level A)	Supports	When the sequence in which content is presented affects its meaning, content is presented in the correct reading order.
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 these exceptions: 1. On the Agreement Template Builder page, color is the only visual cue used to indicate the color of the color palette buttons in the font color menu. 2. On the Agreement Details page, color alone is used to distinguish links and buttons from other non-interactive text.
1.4.2 Audio Control (Level A)	Not Applicable	The user journeys tested did not contain audio content that automatically starts.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Partially Supports	Most interactive elements receive keyboard focus and are keyboard-operable, with these exceptions: 1. On the Add Fields page, the draggable controls for the collapsible Smart Sections are not keyboard operable. 2. On the Add Fields page, the “+” control used for adding additional checkboxes or radio buttons to a group is not keyboard operable. 3. On the Agreement Template Builder page, the Rule Builder functionality is not keyboard operable. 4. On the Agreement Template Builder page, the toolbar controls are not keyboard operable.
2.1.2 No Keyboard Trap (Level A)	Partially Supports	When using a keyboard alone and when using a keyboard with a screen reader, the user can move keyboard focus to and from most interactive elements without the focus being trapped, with one exception: 1. On the Add Fields page, when there are no fields placed on the document and the keyboard user tries to navigate to the Documents panel using the tab key, keyboard focus becomes trapped in the document.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	The user journeys tested did not have character key shortcuts.

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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)	Does Not Support	On the Add Fields page, if a user attempts to send an envelope without placing fields on the document, a dialog appears showing a continuously looping animation with no mechanism to pause, stop, or hide it.
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)	Supports	The Sender Experience provides a method to bypass the header navigation content.
2.4.2 Page Titled (Level A)	Does Not Support	The Sender Experience page titles are insufficiently descriptive.
2.4.3 Focus Order (Level A)	Partially Support	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 Bulk Send folder view of the Agreements page, the Batch Name buttons receive keyboard focus twice. 2. On the Prepare page, if the “Other” option is selected in the “Envelope Type” select list, a "Envelope Types" input field is added to the page, and the logical focus order is disrupted.

Criteria	Conformance Level	Remarks and Explanations
		3. On the Templates page, when a sortable table header button is activated, focus unexpectedly moves to the main heading on the page. Focus Management: In most cases, focus is properly managed with these exceptions: 1. On the Add Fields page, when a Dropdown field is used and the user selects the “Add Option” button in the Properties Panel or Edit Values modal dialog, an input field is added above the “Add Option” button, but focus is not moved to the added content. 2. On the Bulk Send dialog launched from the Prepare page, when another recipient is added, focus is not moved to the added fields.
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.

Criteria	Conformance Level	Remarks and Explanations
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 Sharing dialog launched from the Templates page, the accessible name for the "Search Type" does not 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)	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 the Sender Experience.
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:

Criteria	Conformance Level	Remarks and Explanations
		1. On the Add Fields page: a. When a Dropdown field is used, the "Options" text fields under the "List" tab in the properties panel lack visible labels. b. In the Formatting section of the properties panel, the "Font", "Font Size", and "Font Color" fields lack visible labels. 2. On the Agreement Template Builder page, instructions are not provided indicating the keyboard commands required to add a static table to the document. 3. In the Recipient section of the Prepare page, the recipient order fields lack a visible label. Additionally, the "Email" and the "Phone number" fields lack visible labels. 4. On the Sharing dialog launched from the Templates page, the "Search Type" field lacks a 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.

Criteria	Conformance Level	Remarks and Explanations
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 header, the navigation controls have an incorrect ARIA role. Additionally, the profile button has an incorrect ARIA role and an insufficient accessible name. 2. On the Agreement Template Builder page: a. The toolbar container has an incorrect ARIA role. b. The selected state for the line spacing control in the toolbar is not announced. c. The color buttons in the toolbar lack an accessible name. d. The font size control in the toolbar has an incorrect ARIA role. e. On the Dropdown field dialog, the "Select Signer" menu button has an insufficient accessible name. f. Within the Rule Builder, the "remove condition" and the accordion buttons have

Criteria	Conformance Level	Remarks and Explanations
		insufficient accessible names. Additionally, the state of the accordion buttons is not announced. g. The grid controls within the Insert Static Table functionality have an incorrect ARIA role and lack accessible names. 3. On the Prepare page: a. The information icon buttons have insufficient accessible names. b. The accordion buttons for the "Add documents", "Add recipients", and "Add message" sections lack an accessible name. c. The Delay section accordion button remains disabled until valid values are provided for the "Days" and "Hours" input fields. The disabled state of the button is not announced. d. In the Recipient section, the "international calling code" button has an incorrect ARIA property, which incorrectly indicates the "menu" role. e. On the Advanced Options dialog, the lock buttons in the

Criteria	Conformance Level	Remarks and Explanations
		"Recipient Privileges", "Reminder", and "Expiration" sections lack an accessible name. 4. On the Add Fields page: a. The "Add" control used for adding controls to a group does not have an ARIA role. b. The selected state of a page in the document is not announced. c. On the Preview dialog, the tab control has an incorrect ARIA property implemented. d. The help control in the envelope header has an incorrect ARIA property implemented. e. The ARIA role and accessible name of fields placed on the document are not announced consistently. 5. On the Bulk Send folder view of the Agreements page, the "Submitted" table header control does not have an ARIA role. 6. On the Sharing dialog launched from the Templates page, the tab panel content containers lack the tabpanel ARIA role.

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)	Partially Supports	In most cases, the contrast ratio between text and its background color meets the minimum contrast requirement, with one exception: 1. On the Prepare page, the error text for several input fields does not meet the minimum contrast requirement.
1.4.4 Resize Text (Level AA)	Partially Supports	When content is scaled up to 200%, the following areas have a loss of content or functionality: 1. The "Get Started or Use Templates" section on the Home page. 2. The navigation panel on the Agreements page. 3. The Advanced Options dialog launched from the Prepare page. 4. The envelope header and document region on the Add Fields page.

Criteria	Conformance Level	Remarks and Explanations
		5. The toolbar and document area on the Agreement Template Builder page.
1.4.5 Images of Text (Level AA)	Supports	The DocuSign logo is the only image that contains text in the Sender Experience. 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 Sender Experience.
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 these exceptions: 1. On the Add Fields page, when configuring conditional fields, the gear icon button on the conditional field banner does not meet the 3:1 contrast requirement. 2. On the Agreement Template Builder page, some color palette buttons in the font color menu do not meet the 3:1 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. On the Agreements page, the placeholder text is obscured in the

Criteria	Conformance Level	Remarks and Explanations
		search field when text spacing requirements are applied. 2. On the Prepare page, in the Add Documents section, the name of the document is truncated when text spacing requirements are applied.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Partially Supports	Most content that is triggered on hover or keyboard focus meets the dismissible, hoverable, and persistent requirements, with one exception: 1. On the right panel of the Add Fields page, when the "+" button is hovered, the "Add custom field" tooltip that appears is not dismissible or hoverable.
2.4.5 Multiple Ways (Level AA)	Supports	The Sender Experience 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 Agreements page, when a filter is applied to the agreements table, the button label changes to the filter applied, which does not convey the purpose of the filter. 2. On the Add Fields page:

Criteria	Conformance Level	Remarks and Explanations
		a. When creating a rule for a checkbox field, the accessible name for the select input field is not sufficiently descriptive. b. When configuring checkbox fields, the label for the checkboxes that allow the sender to mark a checkbox field as selected for the recipient is not sufficiently descriptive. c. When configuring radio button fields, the label for the radio buttons that allow the sender to mark a radio button field as selected for the recipient is not sufficiently descriptive. d. The label for the AutoPlace text input field is not sufficiently descriptive. e. The accessible name for the document page rotate buttons is not sufficiently descriptive. 3. On the Prepare page, when "Other" is selected for the "Envelope Types" dropdown, the label for the new text field that appears is not sufficiently descriptive. 4. On the Bulk Send dialog launched from the Prepare page, there are multiple instances of "Name" and "Email" form

Criteria	Conformance Level	Remarks and Explanations
		fields with the same label. In addition, there are multiple delete buttons with the same accessible name.
2.4.7 Focus Visible (Level AA)	Partially Supports	Most interactive elements have a visible focus indicator when they receive keyboard focus, with one exception: 1. On the Agreements page, the “Sign” 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)	Partially Supports	In most cases, the target size for pointer inputs is at least 24 by 24 CSS pixels, with one exception: 1. On the Add Fields page, if additional radio buttons and checkboxes are added to the document, they do not meet the minimum requirements for target size or spacing.
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.

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.3 Consistent Navigation</u> (Level AA)	Supports	Repeated navigation components occur in the same relative order visually and programmatically throughout the Sender Experience.
<u>3.2.4 Consistent Identification</u> (Level AA)	Supports	Meaningful icons, functional images, links, or buttons that are repeated across pages in the Sender Experience are consistently identified.
<u>3.3.3 Error Suggestion</u> (Level AA)	Supports	Error suggestions are provided for all fields that require them and clearly describe how to correct the error.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (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.
<u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)	Supports	The user journeys tested did not require a cognitive function test for any step in the authentication process.
<u>4.1.3 Status Messages</u> (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 these exceptions: 1. On the Add Fields page, when a user selects the rotate button to rotate a page in the document, a status

Criteria	Conformance Level	Remarks and Explanations
		message indicating the page has been successfully rotated is not provided. 2. On the Sharing dialog launched from the Templates page, when a user searches, a status message indicating search results have returned is not provided. 3. On the Agreements page, when a filter is applied, a status message indicating results are loading is not provided. 4. On the Agreement Template Builder page, if the user closes the Dropdown field dialog before completing the fields, a toast message indicates that the dropdown field was not added; however, this message 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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