



DocuSign Accessibility Conformance Report

DocuSign Web Forms Recipient Experience

VPAT® Version 2.4 Revised (Feb 2020)

Name of Product/Version: DocuSign Web Forms Recipient Experience

Report Date: February 1, 2024

Product Description: The DocuSign Web Forms Recipient Experience captures data, populates agreements and provides interactive fillable forms to quickly capture customer data. The DocuSign Web Forms Recipient Experience application does not include the DocuSign Web Forms Sender Experience, the tool used to create Web Forms.

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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, keyboard-only testing and screen magnification testing. We used the following applications to support our testing:

- Desktop Browsers: Chrome, Firefox, Safari

- Assistive technologies: JAWS, NVDA, VoiceOver
- Accessibility testing tools: Chrome Developer Tools, Colour Contrast Analyser by TPGi, Firefox Developer Tools, W3C Nu HTML Checker, Axe devTools Browser Extension by Deque

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)	Supports	All non-text content, including complex and functional images, have meaningful text equivalents. Decorative images are ignored by assistive technology.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The web application contains no prerecorded audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The web application does not contain synchronized media with prerecorded audio content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The web application does not contain any prerecorded synchronized media which would require an alternative for time-based media or audio description.
1.3.1 Info and Relationships (Level A)	Supports	Information and structural relationships can be determined programmatically from the content.

Criteria	Conformance Level	Remarks and Explanations
		Page structure, content structure, headings and semantic markup are defined to provide an optimal experience for users who rely on assistive technology.
1.3.2 Meaningful Sequence (Level A)	Supports	The correct reading sequence is meaningful throughout the web application.
1.3.3 Sensory Characteristics (Level A)	Supports	The web application does not rely on sensory characteristics for instructions.
1.4.1 Use of Color (Level A)	Supports	Color is not used as the sole means to convey information, indicate an action, prompt a response, or distinguish a visual element.
1.4.2 Audio Control (Level A)	Not Applicable	The web application does not contain any audio which plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A)	Supports	All functionality of the content is operable through a keyboard interface. Users have the ability to navigate, activate and perform all actions with a keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	For every component that receives keyboard focus, focus can be moved away from that component using only a keyboard interface.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The web application does not provide keyboard shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	The web application does not feature time limits.

Criteria	Conformance Level	Remarks and Explanations
<u>2.2.2 Pause, Stop, Hide</u> (Level A)	Supports	The web application does not display content that moves, blinks, scrolls, or auto-updates.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A)	Supports	The web application does not contain flashing content.
<u>2.4.1 Bypass Blocks</u> (Level A)	Not Applicable	The web application does not include large blocks of repeated content on different pages that would require bypass functionality.
<u>2.4.2 Page Titled</u> (Level A)	Supports	All web pages have titles that describe their topic or purpose.
<u>2.4.3 Focus Order</u> (Level A)	Supports	Elements that receive focus are presented in a logical order that honors the presentation and preserves meaning. Navigation with a keyboard follows the visual presentation of focusable elements.
<u>2.4.4 Link Purpose (In Context)</u> (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.
<u>2.5.1 Pointer Gestures</u> (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.
<u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)	Supports	Single-pointer functions can be aborted by moving the pointer to a neutral location.
<u>2.5.3 Label in Name</u> (Level A 2.1 only)	Supports	For all user interface components with text labels or images of text, the accessible name of the component contains the text that is presented visually.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	The web application does not have functionality operated by device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	The human language of all pages on the web application is correctly identified.
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 web 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. Error text appears next to the field in error and required fields that are not completed.
3.3.2 Labels or Instructions (Level A)	Supports	Labels or instructions are provided for all form fields. These labels and instructions are programmatically associated with the form fields for those who rely on assistive technology.
4.1.1 Parsing (Level A)	Supports	The web application does not contain parsing errors.
4.1.2 Name, Role, Value (Level A)	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.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The web application does not contain synchronized media with live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The web application does not contain any prerecorded synchronized media which would require an audio description.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Content does not restrict its view and orientation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Partially Supports	All form fields created by the web application relating to user information programmatically identify their purpose, such as the signer's "Name" and "Email." Exceptions: • The web application does not allow form fields created by the sender to programmatically identify their purpose.
1.4.3 Contrast (Minimum) (Level AA)	Supports	All text and images of text have sufficient contrast against their background.
1.4.4 Resize text (Level AA)	Supports	Text can be resized up to 200 percent with the browser without loss of content or functionality. There are no CSS properties that prevent users from resizing text.
1.4.5 Images of Text (Level AA)	Not Applicable	The web application does not contain images of text.

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1.4.10 Reflow (Level AA 2.1 only)	Supports	The web application can be resized to a width of 320 CSS pixels / a height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions,
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	All interface components and graphical objects have a contrast ratio of at least 3:1.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	The web application allows for relevant text style properties to be changed without loss of content or functionality.
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	The web application is a simple step-by-step process that allows users to enter and edit form information. Since the web application falls under the exception as a set of pages that are steps within a process, 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 web application.
2.4.7 Focus Visible (Level AA)	Supports	All keyboard operable user interface components provide a visible keyboard focus indicator with sufficient contrast.
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 web pages occur in

Criteria	Conformance Level	Remarks and Explanations
		the same relative order each time they are repeated. There is no top navigation bar, but the buttons that allow users to navigate through the process appear in the same relative order on each page.
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality within a set of pages are identified consistently.
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. These suggestions are provided visually and programmatically using HTML and ARIA.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	The website 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)	Supports	Status messages can be programmatically determined and do not require focus.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated.

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