

Voluntary Product Accessibility Template (VPAT)® 2.2

Project Name:	DocuSign Sender
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DocuSign Sender Accessibility Conformance Report

VPAT® 2.2 Version 1.0

Name of product/version:	DocuSign Sending Experience
Product description:	Web application
Date:	21 August 2019
Contact information	accessibility@docusign.com
Notes	<p>This Accessibility Conformance Report was authored by The Paciello Group (TPG), a leading independent accessibility consultancy, on February 2019. TPG conducted a manual/tool-assisted accessibility audit from the DocuSign Sender web application against the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) of a representative sample of pages, with the exception of pages in the following sections:</p> <ul style="list-style-type: none">• The User Preferences/Profile sections.• The Reports section.• The Envelope fields editing experience.
Evaluation methods used:	<p>This conformance report is based on the results of an accessibility audit conducted by The Paciello Group on a representative sample of pages/components, for the purpose of assessing compliance with the Web Content Accessibility Guidelines (WCAG) 2.0.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <ul style="list-style-type: none">• Desktop browsers: Google Chrome, Mozilla Firefox, Internet Explorer, Safari• Assistive technologies: JAWS, VoiceOver

	<ul style="list-style-type: none">• Accessibility testing tools: Colour Contrast Analyser, ARC Toolkit,
Applicable standards/guidelines	<p>This report covers the degree of conformance for the following accessibility standards/guidelines:</p> <ul style="list-style-type: none">• Web Content Accessibility Guidelines (WCAG) 2.0 Level A/AA.• Revised Section 508.

Terminology

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 only be used in WCAG 2.0 Level AAA.

Section 508 Chapter 1: Application and Administration

This accessibility conformance report is based on the [Revised 508 Standards](#) which incorporates [WCAG 2.0](#) by reference.

Section 508 Chapter 2: Scoping Requirements

As DocuSign Sender is a web application, the following standards specifically apply:

- All Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA, available at <http://www.w3.org/TR/WCAG20>.
- Section 508 Chapter 3: Functional Performance Criteria (FPC).
- Section 508 Chapter 5: Software.
- Section 508 Chapter 6: Support Documentation and Services.

Note: When reporting on conformance with the WCAG 2.0 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](#).

WCAG 2.0 Report

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level A

Notes:

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content	Partially supports	Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with minor exceptions. For example: <ul style="list-style-type: none">• Font icons (such as the status icons in the Manage Inbox) lack proper alternative text – assistive technologies may announce the font character instead.

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> Decorative font icons (such as the key icon in the Document details page) are not hidden from assistive technologies, which may also announce the font character instead.
1.2.1 Audio-only and Video-only (Prerecorded)	Not applicable	The web application contains no audio-only or video-only content.
1.2.2 Captions (Prerecorded)	Not applicable	The web application does not contain synchronized media with prerecorded audio content.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not applicable	The web application does not contain any synchronized media which would require an alternative for time-based media or audio description.
1.3.1 Info and Relationships	Partially supports	<p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with some minor exceptions. For example:</p> <ul style="list-style-type: none"> The heading structure is not logical on some pages. Some text is incorrectly marked up as a structural heading.

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> One of the date fields does not correctly expose errors to assistive technologies.
1.3.2 Meaningful Sequence	Supports	The correct reading sequence is meaningful throughout the web application.
1.3.3 Sensory Characteristics	Supports	The web application does not rely on sensory characteristics for instructions.
1.4.1 Use of Color	Supports	The web application does not rely on use of color only.
1.4.2 Audio Control	Not applicable	The web application does not contain any audio.
2.1.1 Keyboard	Partially supports	<p>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. However, there are minor exceptions. For example:</p> <ul style="list-style-type: none"> The calendar widget on the manage section is not keyboard operable. However, alternatively, the date can be directly entered into the date field.
2.1.2 No Keyboard Trap	Supports	The web application does not cause a keyboard trap.

Criteria	Conformance level	Remarks and explanations
2.2.1 Timing Adjustable	Supports	Users are provided with a warning of an imminent timeout and are able to extend/continue the session.
2.2.2 Pause, Stop, Hide	Not applicable	The web application does not contain any moving, blinking, scrolling or auto-updating content.
2.3.1 Three Flashes or Below Threshold	Supports	The web application does not have flashing content.
2.4.1 Bypass Blocks	Supports	The web application contains skip links, navigation regions, and headings to allow users to bypass blocks of repetitive content.
2.4.2 Page Titled	Supports	All pages have titles that describe their topic or purpose.
2.4.3 Focus Order	Supports	Focusable components receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context)	Supports	The web application has meaningful link phrases.
3.1.1 Language of Page	Supports	The language of all pages is correctly identified.
3.2.1 On Focus	Supports	The web application does not cause a change of context on focus.
3.2.2 On Input	Supports	The web application does not cause an unexpected change of

Criteria	Conformance level	Remarks and explanations
		context when interacting with elements.
3.3.1 Error Identification	Supports	Input errors are identified, and the errors are described to the user in text.
3.3.2 Labels or Instructions	Partially supports	<p>The majority of input fields are correctly labelled, with minor exceptions:</p> <ul style="list-style-type: none"> • The checkboxes on the Template Sharing dialog are missing labels.
4.1.1 Parsing	Supports	The web application has some minor parsing errors, but these do not affect accessibility.
4.1.2 Name, Role, Value	Partially supports	<p>The web application provides the correct name, role, state, and other important accessibility information for most form controls, with the following exceptions:</p> <ul style="list-style-type: none"> • Dynamic filter results are not announced to screen reader users. • Some calendar widgets are not using appropriate roles.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AA

Notes:

Criteria	Conformance level	Remarks and explanations
1.2.4 Captions (Live)	Not applicable	The web application does not contain synchronized media with live audio content.
1.2.5 Audio Description (Prerecorded)	Not applicable	The web application does not contain any synchronized media which would require an audio description.
1.4.3 Contrast (Minimum)	Supports	All text and images of text has sufficient contrast.
1.4.4 Resize text	Supports	Text is resizable to 200% throughout the web application without a loss of content or functionality.
1.4.5 Images of Text	Supports	The web application does not contain images of text.
2.4.5 Multiple Ways	Supports	The web application has multiple ways of locating screens in the application.
2.4.6 Headings and Labels	Supports	Headings and labels are descriptive throughout the web application.
2.4.7 Focus Visible	Supports	The web application has a visible indication of focus throughout.
3.1.2 Language of Parts	Supports	Change of language is indicated.

Criteria	Conformance level	Remarks and explanations
3.2.3 Consistent Navigation	Supports	The web application has a consistent navigation mechanism.
3.2.4 Consistent Identification	Supports	The web application components are identified consistently.
3.3.3 Error Suggestion	Supports	The web application does not contain any components expecting user input that have known suggestions for corrections.
3.3.4 Error Prevention (Legal, Financial, Data)	Not applicable	The web application does not contain pages that cause legal commitments or financial transactions to occur. Users are able to review any data entry before finalizing the sending process of a document.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AAA

Notes:

Criteria	Conformance level	Remarks and explanations
1.2.6 Sign Language (Prerecorded)	Not evaluated	
1.2.7 Extended Audio Description (Prerecorded)	Not evaluated	
1.2.8 Media Alternative (Prerecorded)	Not evaluated	
1.2.9 Audio-only (Live)	Not evaluated	
1.4.6 Contrast Enhanced	Not evaluated	
1.4.7 Low or No Background Audio	Not evaluated	
1.4.8 Visual Presentation	Not evaluated	
1.4.9 Images of Text (No Exception) Control	Not evaluated	
2.1.3 Keyboard (No Exception)	Not evaluated	
2.2.3 No Timing	Not evaluated	
2.2.4 Interruptions	Not evaluated	
2.2.5 Re-authenticating	Not evaluated	
2.3.2 Three Flashes	Not evaluated	
2.4.8 Location	Not evaluated	
2.4.9 Link Purpose (Link Only)	Not evaluated	
2.4.10 Section Headings	Not evaluated	
3.1.3 Unusual Words	Not evaluated	
3.1.4 Abbreviations	Not evaluated	

Criteria	Conformance level	Remarks and explanations
3.1.5 Reading Level	Not evaluated	
3.1.6 Pronunciation	Not evaluated	
3.2.5 Change on Request	Not evaluated	
3.3.5 Help	Not evaluated	
3.3.6 Error Prevention (All)	Not evaluated	

Section 508 Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Partially supports	Refer to WCAG 2.0 1.1.1, 1.3.1, 2.1.1, 4.1.2
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially supports	Refer to WCAG 2.0 2.1.1
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	Refer to WCAG 2.0 1.1.1

Section 508 Chapter 5: Software

Notes: DocuSign Sending Experience is not a software product.

Criteria	Conformance level	Remarks and explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Refer to the WCAG 2.0 section.	Refer to the WCAG 2.0 section.
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Not applicable	
502.2.2 No Disruption of Accessibility Features	Not applicable	
<i>502.3 Accessibility Services</i>		
502.3.1 Object Information	Not applicable	
502.3.2 Modification of Object Information	Not applicable	
502.3.3 Row, Column, and Headers	Not applicable	
502.3.4 Values	Not applicable	
502.3.5 Modification of Values	Not applicable	
502.3.6 Label Relationships	Not applicable	
502.3.7 Hierarchical Relationships	Not applicable	
502.3.8 Text	Not applicable	
502.3.9 Modification of Text	Not applicable	
502.3.10 List of Actions	Not applicable	
502.3.11 Actions on Objects	Not applicable	

Criteria	Conformance level	Remarks and explanations
502.3.12 Focus Cursor	Not applicable	
502.3.13 Modification of Focus Cursor	Not applicable	
502.3.14 Event Notification	Not applicable	
502.4 Platform Accessibility Features	Not applicable	
503 Applications		
503.2 User Preferences	Not applicable	
503.3 Alternative User Interfaces	Not applicable	
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls	Not applicable	
503.4.2 Audio Description Controls	Not applicable	
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not applicable	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	
504.2.2 PDF Export	Not applicable	
504.3 Prompts	Not applicable	

Criteria	Conformance level	Remarks and explanations
504.4 Templates	Not applicable	

Section 508 Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance level	Remarks and explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	DocuSign’s online end user documentation provides descriptions of the accessibility features of the Sending Experience – Spring ’16 Release. Upon request, DocuSign will provide alternative, accessible formats of any documentation. For additional information, contact productinfo@docusign.com .
602.3 Electronic Support Documentation	Supports	Product support documentation can be found online in the DocuSign support center. Upon request, DocuSign will provide alternative, accessible formats of any documentation. For additional information, contact productinfo@docusign.com .
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product support documentation can be found online in the DocuSign support center. Upon request, DocuSign will provide alternative, accessible formats of any documentation. For additional information, contact productinfo@docusign.com .
603 Support Services		

Criteria	Conformance level	Remarks and explanations
603.2 Information on Accessibility and Compatibility Features	Supports	<p>DocuSign’s online end user documentation provides descriptions of the accessibility features of the Sending Experience – Spring ’16 Release.</p> <p>Upon request, DocuSign will provide alternative, accessible formats of any documentation.</p> <p>For additional information, contact productinfo@docusign.com.</p>
603.3 Accommodation of Communication Needs	Supports	<p>DocuSign provides support services through a variety of methods, including: online help guides, online forums, how to videos, email, live chat and phone support. For additional, contact productinfo@docusign.com.</p>