Voluntary Product Accessibility Template (VPAT) ® 2.2

Project Name:	DocuSign Signing Experience
Last Revision Date:	February 19th, 2019
Revision:	1.1

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DocuSign Signing Experience Accessibility Conformance Report

VPAT® 2.2 Version 1.1

Name of product/version:	DocuSign Signing Experience
Product description:	Web application
Date:	February 19th, 2019
Contact information	**accessibility@docusign.com**
Notes	This Accessibility Conformance Report was authored by The Paciello Group (TPG), a leading independent accessibility consultancy, on January 30th, 2019. TPG conducted a manual/tool-assisted accessibility audit of a representative sample of pages from the DocuSign Signing web application against the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA). Based on this audit, and a subsequent retest, DocuSign made every effort to resolve the issues highlighted. The results, as reflected in this accessibility conformance report, meet the standard except where indicated.
Evaluation methods used:	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. The following applications were used as part of the audit to identify potential accessibility issues: • Desktop browsers: Google Chrome, Mozilla Firefox, Internet Explorer, Microsoft Edge, Safari • Assistive technologies: JAWS, NVDA, VoiceOver • Accessibility testing tools: Colour Contrast Analyser, Wave, aXe

Applicable standards/guidelines	This report covers the degree of conformance for the following accessibility standards/guidelines:
	• 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 Signing Experience 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: • Decorative image (such as the "pen and paper" image in the notification email) lacks proper alt text – assistive technologies may announce the image filename instead.
1.2.1 Audio-only and Video-only (Prerecorded)	Not applicable	The web application contains no audio-only or video-only content.

Criteria	Conformance level	Remarks and explanations
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	Supports	
1.3.2 Meaningful Sequence	Partially supports	While for the majority of content in the web application the correct reading sequence can be programmatically determined, there are minor exceptions. For example: • On the second "Authentication: Phone (static number)" page, focus moves immediately to the input field, bypassing the instructions informing users that they will receive a phone call with a verification code.
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Partially supports	While in the majority of cases color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, there is one minor exception. For example: • Links in notification emails are identified through color alone.
1.4.2 Audio Control	Not applicable	The web application does not contain any audio.

Criteria	Conformance level	Remarks and explanations
2.1.1 Keyboard	Partially supports	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: • Comment functionality (where enabled for signers) is not keyboard-operable. • In phone authentication screens with a predefined phone number, the "Call me again" control is not keyboard-operable.
2.1.2 No Keyboard Trap	Supports	
2.2.1 Timing Adjustable	Partially supports	In most cases, users are provided with a warning of an imminent timeout and are able to extend/continue the session, except in the following case: • On the "Authentication: Phone (user-defined number)" page, users are automatically logged out after 20 minutes of inactivity with instructions to return to the original email and use the "Review Document" link to start the process again.
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	
2.4.1 Bypass Blocks	Not applicable	The web application does not feature large blocks of repeated

Criteria	Conformance level	Remarks and explanations
		content on different pages that would require bypass functionality.
2.4.2 Page Titled	Partially supports	While the majority of pages have titles that describe their topic or purpose, this is not the case in one part of the web application: • On the "Authorization: Phone (static number) screens, the page titles are simply "DocuSign" for both screens in the two-step process.
2.4.3 Focus Order	Partially supports	Focusable components receive focus in an order that preserves meaning and operability, with minor exceptions. For example: • As noted in 1.3.2, the Authentication: Phone (static number) screen, focus is programmatically moved on page load to the required input field for entering one's phone number; while overall focus order is correct, assistive technology users may not be aware that their focus is not at the start of the page.
2.4.4 Link Purpose (In Context)	Supports	
3.1.1 Language of Page	Supports	
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	
3.3.1 Error Identification	Partially supports	While for the majority of input errors that are automatically detected, the items that are in error are identified and the errors are described to the user

Criteria	Conformance level	Remarks and explanations
		in text, there are exceptions. For example: • On the KBA authentication screen, entering invalid data results in errors which force users to start the authentication process again, with no clear indication of which entries were invalid. • Only the input fields under the "Optional Information" heading trigger validation error messages.
3.3.2 Labels or Instructions	Supports	
4.1.1 Parsing	Supports	
4.1.2 Name, Role, Value	Partially supports	For many interface components, the name, role, state, value of the components, or notifications of change to these items, cannot be programmatically determined and is therefore not available to user agents, including assistive technologies. For example: • The "helpful hints" shown at the top of the main content section are not programmatically associated with their related form controls. • The "Call me again" control on the second step/screen of the Authentication Phone (static number) process lacks a proper role

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)	Partially supports	While the majority of text and images of text has sufficient contrast, there are exceptions. For example: Links in the footer of the Notification email have insufficient color contrast.
1.4.4 Resize text	Supports	
1.4.5 Images of Text	Supports	
2.4.5 Multiple Ways	Not applicable	As the web application is primarily comprised of pages which are the result of, or a step in, a process, this criterion is not applicable.
2.4.6 Headings and Labels	Supports	
2.4.7 Focus Visible	Supports	
3.1.2 Language of Parts	Supports	
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Not applicable	The web application does not contain any components expecting user input that have known suggestions for corrections.

Criteria	Conformance level	Remarks and explanations
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 signing 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	
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, 1.3.2, 2.1.1, 2.4.2, 2.4.3, 3.2.1, 4.1.2
302.2 With Limited Vision	Partially supports	Refer to WCAG 2.0 1.1.1, 1.3.1, 1.3.2, 1.4.1, 1.4.3, 2.1.1, 2.4.2, 2.4.3, 3.2.1, 4.1.2
302.3 Without Perception of Color	Partially supports	Refer to WCAG 2.0 1.4.1, 1.4.3
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, 2.4.3
302.8 With Limited Reach and Strength	Partially supports	Refer to WCAG 2.0 2.1.1
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	Refer to WCAG 2.0 2.4.2

Section 508 Chapter 5: Software

Notes: DocuSign Signing 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	
502.3 Accessibility Services		
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	
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	
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Not applicable	
503.4.2 Audio Description Controls	Not applicable	

Criteria	Conformance level	Remarks and explanations
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	Partially supports	Structural information is preserved from compliant documents such as headers, lists, and table information. When documents are converted to PDF format, form fields are converted to text to provide a completed document that is intended to be read as plain non-interactive content. The content is no longer interactive because the form fields have been completed. Only the values of the form fields are passed through to the completed document since the nature of the document is no longer a form. Form attributes, such as labels, type, required, etc. are not preserved in the non-form output.
504.2.2 PDF Export	Supports	The web application provides users the capability to use a re-coding transformation to convert their document content and DocuSign tags to PDF files that conform to the International Standard for Accessible PDF Technology (PDF/UA-1).

Criteria	Conformance level	Remarks and explanations
504.3 Prompts	Not applicable	
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 Signing 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		
603.2 Information on Accessibility and Compatibility Features	Supports	DocuSign's online end user documentation provides descriptions of the accessibility features of the Signing Experience – Spring '16 Release. Upon request, DocuSign will provide alternative, accessible formats of any documentation. For additional information, contact productinfo@docusign.com.

Criteria	Conformance level	Remarks and explanations
603.3 Accommodation of Communication Needs	Supports	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.