



# axe Account Portal Accessibility Conformance Report

## WCAG Edition

(Based on VPAT<sup>®</sup> Version 2.4)

**Name of Product/Version:** axe Account Portal v4.81.1

**Report Date:**

May 30, 2023

**Product Description:**

Manage axe users and subscriptions. The axe Account Portal is where axe accounts, plans, enterprises and users are managed.

**Contact information:**

Deque Systems,  
381 Elden Street,  
Ste 2000 Herndon,  
VA 20170 [1-703-225-0380](tel:1-703-225-0380)

**Notes:**

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## Evaluation Methods Used:

A combination of automated and manual testing techniques were employed for the accessibility assessment

- Manual assessment based on Windows 10 – Chrome 107.0.5304.88, NVDA 2022.3
- Automation: Ran automation tests using axe-core 4.4.2

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	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 2.1 Success Criteria, the criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Partially Supports	<p>axe Account Portal provides text alternatives for almost all of the instances of images and icons.</p> <p>Exceptions Include: Text alternative is missing for the image in the “Purchase pre-confirmation, Share issue” page.</p>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	The axe Account Portal does not contain prerecorded audio-only or video-only media.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	The axe Account Portal does not contain prerecorded synchronized media.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	The axe Account Portal does not contain prerecorded video content that would require audio description or a media alternative.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	<p>Visual Structure and relationship information in the Axe account Portal is provided appropriately in most of the pages.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> <li>• Group of form controls is not associated with group label in the “Purchase pre-confirmation” page.</li> <li>• Visual heading text is not marked as heading in the “Coverage site” page.</li> <li>• Text that does not serve as a section</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		heading is inappropriately coded as a heading in the “Invoice” page.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Partially Supports	The axe Account Portal presents content in a meaningful sequence in almost all the pages.  Exceptions Include: Reading order of static content changes meaning in the “Add product subscription flow, Add admin flow, Welcome, Edit user flow” pages.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Instructions in the axe Account Portal do not rely solely on sensory characteristics.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	No functions of the axe Account Portal convey information through color alone.
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	The axe Account Portal does not contain audio that plays automatically.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	Almost all of the functionalities in the axe Account Portal can be operated using only a keyboard and support standard keyboard navigation.  Exceptions Include: Scrollable region does not have keyboard access in the “Share issue” page.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	All screens and components of the axe Account Portal do not include keyboard traps.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Supports	The axe Account Portal does not provide character key shortcuts.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	The axe Account Portal provides a mechanism to extend the time limit in almost all the pages.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	The axe Account Portal does not include elements that move, blink, scroll, or

Criteria	Conformance Level	Remarks and Explanations
		auto-update.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	The axe Account Portal does not contain flashing content.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	All the screens in the axe Account Portal provide a means to bypass blocks of repeated content.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	Each page in the axe Account Portal provides a programmatic title that describes that page's topic or purpose.
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	All of the axe Account Portal elements receive focus in a meaningful order.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	All the links in axe Account Portal can be programmatically determined from their context.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Supports	The axe Account Portal does not rely on multipoint or path-based gestures.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	The functions on the axe Account Portal that use a single pointer are completed when the user releases the pointer.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	The accessible names of all the axe Account Portal controls contain the text of their visible labels.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Supports	The axe Account Portal does not have functionality operated by device motion or user motion.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	On each page of the axe Account Portal, the language is programmatically determinable.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	The axe Account Portal components do not initiate a change of context when they receive focus.
<a href="#">3.2.2 On Input</a> (Level A)	Partially Supports	Changes of context do not occur automatically on user input in most of the pages in the axe Account Portal.

Criteria	Conformance Level	Remarks and Explanations
		Exception includes: The focus moves automatically to the next fields in the "Purchase pre-confirmation" page.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	Where errors are automatically detected in the axe Account Portal, the error is identified, and an error message is provided as text in all the pages.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Partially Supports	Labels are provided for almost all of the input fields in the axe Account Portal.  Exception include: Label is not persistent in the "Purchase pre-confirmation" page.
<a href="#">4.1.1 Parsing</a> (Level A)	Partially Supports	In the axe Account Portal, all the pages (1) use semantically correct mark up for all interactive elements; (2) have complete start and end tags; (3) controls are nested properly; And (4) all of the pages have unique ID values except in "Purchase pre-confirmation page".
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	In the axe Account Portal, most of the user interface components provide programmatic name, role and state information to assistive technology users.  Exceptions Include: ARIA hidden element contains focusable elements in the "Purchase pre-confirmation" page.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Supports	The axe Account Portal does not contain live synchronized media.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	The axe Account Portal does not contain prerecorded video content that would require audio description.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	The axe Account Portal content does not restrict its view and operation to a single display orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports	All the elements in axe Account Portal that require autocomplete are provided with necessary values.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Partially Supports	Almost all of the text in the axe Account Portal meets minimum color contrast requirements.  Exception Include: Text content lacks 4.5:1 contrast ratio in the “Welcome, Share issue” pages.
<a href="#">1.4.4 Resize text</a> (Level AA)	Partially Supports	Almost all the pages in the axe Account Portal zoom to 200% without loss of content.  Exception Include: Content is lost at 200% zoom in the “Share issue” page.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Partially Supports	The axe Account Portal uses text instead of images of text in almost all the pages except for branding elements that are considered essential.

Criteria	Conformance Level	Remarks and Explanations
		Exception Include: Image of text is used instead of real text in the “Share Issue, Install Success” pages.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Partially Supports	Most of the pages in axe Account Portal supports reflow so content can be viewed without vertical scrolling in a viewport that is 320 pixels (px) wide and without horizontal scrolling in a viewport that is 256 pixels high.  Exceptions Include: <ul style="list-style-type: none"> <li>• Content is lost at reflow in the “Welcome, Coverage pages, Share Issue” pages.</li> <li>• Horizontal scrolling is present in the “Invoice” page.</li> </ul>
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Partially Supports	In axe Account Portal, Visual presentation have at least 3:1 contrast ratio in most of the pages.  Exception Include: State of active component lacks 3 to 1 contrast ratio in the “Welcome” page.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	In the axe Account Portal, the spacing between letters, words, and lines of text and/or paragraphs can be adjusted in all the pages.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	All of the content that appears on hover and on focus can be viewed by moving the pointer over the triggering element; can be dismissed without moving the cursor or pointer; and is persistent until the user dismisses it across axe Account Portal.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	More than one way is available to locate a Web page within each page of the axe Account Portal.



Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	In axe Account Portal, all the headings & labels are descriptive.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	All the focusable elements in axe Account Portal have a visible keyboard focus indicator.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	Within each page or modal of the axe Account Portal, the language of each portion of the page or modal is programmatically determinable.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	The axe Account Portal provides consistent and repeatable navigation across all screens.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	Components that have the same functionality within the axe Account Portal are identified consistently.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	When an error is automatically detected within a data entry form in the axe Account Portal, the resulting error message provides suggestions for correction in all the pages.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	When data is being deleted from axe Account Portal user is notified to confirm their choice.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Partially Supports	<p>Most of the status messages on the axe Account Portal are programmatically determined through role or properties and they are announced automatically to the screen reader users.</p> <p>Exception Include:  Status message is not automatically announced in the “User Management page, Edit user flow (Edit and review pages), Accept invitation page, Add product subscription flow (Add and review page)” pages.</p>

### Table 3: Success Criteria, Level AAA

Notes: Level AAA success criteria' are not within the scope of this conformance evaluation.

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### Scope:

SI. No.	Page Name
1	Sign In
2	Forgot Password
3	Welcome
4	Plans
5	Manage billing
6	Cancel subscription modal
7	Change Axe Dev tools pro plan modal
8	Edit company information modal
9	Invoice
10	Settings- Manage API key
11	Axe feature flags
12	Products page
13	User Management page
14	Add product subscription flow(Add and review page)
15	Add admin flow(Add and review pages)
16	Edit user flow(Edit and review pages)
17	Remove user modal
18	Accept invitation page
19	User complete modal
20	Purchase pre-confirmation page
21	Purchase confirm page
22	Remove Payment method modal
23	Install success
24	Uninstall success
25	ADD NEW API KEY Modal
26	axe Dev tools Mobile
27	Start using axe DevTools mobile for free

<b>Sl. No.</b>	<b>Page Name</b>
28	Share issue and Shared Test page
29	Coverage pages - Coverage-site
30	Coverage pages - Coverage-page-state
31	Coverage pages - Coverage-page-state