

Accredible Accessibility Conformance Report WCAG Edition

(Based on VPAT[®] Version 2.4)

Name of Product/Version: [Credential.Net](#)

Report Date: May 2021

Product Description: Credential Recipient Management System. Accredible enables users to design, create, deliver digital badges, digital certificates and blockchain credentials.

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Notes:

This VPAT covers Accredible recipient functionality and content ([credential.net](#), [accounts.accredible.com](#)), including: credentials (certificates and badges), profiles, login, and verification of credentials.

The following are NOT covered by this VPAT:

- Admin dashboard & reporting ([dashboard.accredible.com](#))
- Help content website ([help.accredible.com](#))
- Marketing website ([www.accredible.com](#))
- Spotlight & directories
- Coursefinder ([coursefinder.io](#))

Evaluation Methods Used:

Testing the Accredible recipient functionality and content involved a combination of manual and functional testing on desktop platform. Level Access (Level) comprehensively tested a selection of pages representative of credential.net site using, among other methodology, the screen reader JAWS 2021 in IE browser, NVDA 2020.3 in Firefox and VoiceOver OSX in Safari, exclusive use of the keyboard, and manual inspection of code. Level also functionally tested several typical user flows with the JAWS 2020, NVDA 2020.3 and VoiceOver screen readers.

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 2.4 Report

Note: When reporting on conformance with the WCAG 2.4 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.4 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Web: Partially Supports	Web: Accredible provides text alternatives for some instances of non-text content. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • A few user-uploaded images lack alternative text. • Google reCAPTCHA images are conveyed through CSS and are meaningful, but not conveyed to assistive technologies. Google has not updated the reCAPTCHA component. • A few decorative separators are rendered to assistive technologies, which adds some chatter for screen readers. • After activating the Email dialog, assistive technologies are still able to access background content.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Supports	Web: Accredible does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Web: Supports	Web: Accredible does not contain prerecorded synchronized multimedia.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Supports	Web: Accredible does not contain prerecorded synchronized multimedia.
1.3.1 Info and Relationships (Level A)	Web: Partially Supports	Web: Accredible structure and relationship information is provided through element semantics. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • In one instance there is a one-entry list, which is not advised, as semantically a list means two or more items.

		<ul style="list-style-type: none"> The reCAPTCHA component has several issues, such as the checkbox does not have a programmatically associated label, the image challenge dialog lacks programmatic boundaries and headings are only visually indicated but they lack the appropriate markup. In one instance, on the Transcript Letter page, data table headers, such as “Module” and “Grade”, are not properly identified as such in the code.
1.3.2 Meaningful Sequence (Level A)	Web: Supports	Web: Accredible presents content in a meaningful sequence.
1.3.3 Sensory Characteristics (Level A)	Web: Supports	Web: Accredible does not include information that relies on specific sensory characteristics.
1.4.1 Use of Color (Level A)	Web: Partially Supports	<p>Web: Most functions of Accredible do not convey information through color alone. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> In one instance, in the Email dialog, color alone is used to convey error messages, as the error icon is not exposed to assistive technologies. The “Retrieve your credentials” link on the login form uses color alone to convey its role as an interactive control, which means low vision or color blind users may not be able to readily tell it is an interactive element.
1.4.2 Audio Control (Level A)	Web: Supports	Web: Accredible does not have audio that plays automatically.
2.1.1 Keyboard (Level A)	Web: Partially Supports	Web: Functionality in Accredible can be operated through a keyboard interface for most elements. A rating of Partially Supports has been given for the following reasons:

		<ul style="list-style-type: none"> • In one instance, when a chart and a table are offered to present data, VoiceOver on Safari announces the presence of the non-active tab as empty. This may be confusing for some VoiceOver users. • One inactive element in reCAPTCHA receives keyboard focus, which is reserved only for interactive elements. • The Private/Public switch in the 'Update credential privacy' dialog spawned by 'Privacy' buttons is not keyboard operable when screen readers are active. Additionally, pressing Enter will cause the dialog to close instead of activating the switch.
2.1.2 No Keyboard Trap (Level A)	Web: Partially Supports	<p>Web: Most of Accredible does not include keyboard traps in its content. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • After activating the Cancel/Close button on the “Discard Changes” dialog, the dialog reappears making it impossible for keyboard-only users to get away from the dialog.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web: Supports	Web: Accredible does not include keyboard shortcuts in its content.
2.2.1 Timing Adjustable (Level A)	Web: Supports	Web: Accredible does not have time limits.
2.2.2 Pause, Stop, Hide (Level A)	Web: Supports	Web: Accredible does not contain moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports	Web: Accredible does not include flashing content.
2.4.1 Bypass Blocks (Level A)	Web: Supports	Web: Accredible provides a mechanism to bypass repetitive navigations links.
2.4.2 Page Titled (Level A)	Web: Partially Supports	Web: The titles of most Accredible pages describe their purpose. A rating of Partially Supports has been given for the following reason:

		<ul style="list-style-type: none"> The “Accredible Testing Collections” and the “Accredible Testing Credentials” pages have the same title, which can be confusing for screen-reader users.
2.4.3 Focus Order (Level A)	Web: Partially Supports	<p>Web: Most components in Accredible receive focus in a meaningful order. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> Submitting the Share Credential via Email form does not send focus to error messages properly. Screen reader users would have to navigate backwards in the form to find them. The “Share” buttons, do not send focus to the relevant dialog elements.
2.4.4 Link Purpose (In Context) (Level A)	Web: Partially Supports	<p>Web: The purpose of most links in Accredible can be determined from the link text alone or from the programmatic context of the link. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> The link accreditable.com, is repeated on the same page with different targets and does not adequately describe the target in each case. In one instance, on “Accredible Testing Collections” images that provide the same context of nearby links are not marked as decorative to avoid repeating information. In the Linked Emails modal, two close buttons can be present which is confusing. Links, such as those referring to specific Twitter accounts, do not provide equivalent information.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports	<p>Web: Accredible does not require the use of pointer gestures to perform actions.</p>

2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	Web: Accredible allows the use of pointer cancellation.
2.5.3 Label in Name (Level A 2.1 only)	Web: Supports	Web: Accredible has labels in the name of elements.
2.5.4 Motion Actuation (Level A 2.1 only)	Web: Supports	Web: Accredible does not require the use of motion to perform actions.
3.1.1 Language of Page (Level A)	Web: Supports	Web: Accredible programmatically indicates the default language used.
3.2.1 On Focus (Level A)	Web: Supports	Web: Accredible does not initiate any changes of context when a component receives focus.
3.2.2 On Input (Level A)	Web: Supports	Web: Changes of context in Accredible do not occur automatically on user input.
3.3.1 Error Identification (Level A)	Web: Supports	Web: Accredible indicates specifically which input is in error, using a text description, when such errors are detected on all pages.
3.3.2 Labels or Instructions (Level A)	Web: Partially Supports	<p>Web: Labels and instructions are provided for most input fields in Accredible. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Required fields are not identified as such programmatically or visually for the login and credentials page and help and email dialogs. • The Select Language combo box does not have a visible label.
4.1.1 Parsing (Level A)	Web: Partially Supports	<p>Web: In Accredible, elements have complete start and end tags, elements are nested according to their specifications, and elements do not contain duplicate attributes on most pages. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • A few elements throughout the application are not nested according to specifications, with a low accessibility impact observed.
4.1.2 Name, Role, Value (Level A)	Web: Partially Supports	Web: Accredible includes many user interface components whose name, role and value (as well as

		<p>states and properties) can be determined and set programmatically. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none">• One control, “More options” does not properly convey its state of “expanded/collapsed”, which affects non-sighted users.• Date picker elements on the “Edit credentials dialog” provide inadequate screen reader user experience.• Two issues pertaining to the reCAPTCHA component, which has not been updated by Google at the time of the audit: Help button does not indicate the state (expanded/collapsed), the input field for the audio challenge lacks a label
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supports	Web: Accredible does not contain live synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Supports	Web: Accredible does not contain pre-recorded synchronized media.
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	Web: Accredible allows for the use of their site in multiple orientations.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Web: Partially Supports	Web: Accredible identifies the input’s purpose on most pages. A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> The login input for email does not have autocomplete enabled.
1.4.3 Contrast (Minimum) (Level AA)	Web: Partially Supports	Web: Accredible’s visual presentation of text has a sufficient contrast ratio on most pages. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> The Twitter icon has a color contrast that does not meet the minimum requirement of 3:1. reCAPTCHA elements, such as Skip button, “Click on verify once there are none left” text, “Select all images with text” do not meet minimum contrast requirements of 4.5:1.
1.4.4 Resize text (Level AA)	Web: Supports	Web: Accredible allows browser zoom to resize text up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Web: Supports	Web: Accredible uses text instead of images of text.
1.4.10 Reflow (Level AA 2.1 only)	Web: Supports	Web: Accredible allows reflow of pages up to 200 percent zoom without loss of content or functionality.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Partially Supports	Web: Accredible controls pass minimum contrast requirements for active interface components on

		<p>some pages. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The keyboard and mouse hover focus indication on many controls does not meet contrast requirements of 3:1 in Firefox and Safari, while they are compliant in IE. • The Twitter icon does not meet minimum contrast requirements of 3:1.
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Supports	Web: Accredible allows text spacing to work without truncating content or mitigating functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Supports	Web: Accredible hover content can be moused.
2.4.5 Multiple Ways (Level AA)	Web: Supports	Web: Accredible has more than one way to locate a web page.
2.4.6 Headings and Labels (Level AA)	Web: Supports	Web: Accredible has headings and labels that describe their purpose.
2.4.7 Focus Visible (Level AA)	Web: Partially Supports	<p>Web: Most focusable elements have a visible keyboard focus indicator in Accredible. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Focus indication on image buttons for the reCAPTCHA are not discernable enough.
3.1.2 Language of Parts (Level AA)	Web: Supports	Web: Accredible does not change languages in its pages.
3.2.3 Consistent Navigation (Level AA)	Web: Supports	Web: When navigational mechanisms, such as the left navigation, are repeated in Accredible, they occur in a consistent relative order.
3.2.4 Consistent Identification (Level AA)	Web: Supports	Web: Accredible components that have the same functionality within a set of web pages are identified consistently.
3.3.3 Error Suggestion (Level AA)	Web: Supports	Web: Where input errors are automatically detected, suggestions for correction are provided to the user for form fields in Accredible.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supports	Web: Accredible does not process legal commitments. Where user controllable data is modified or financial transactions are processed, user input is checked for input errors and the user is provided an opportunity to correct them.
4.1.3 Status Messages (Level AA 2.1 only)	Web: Supports	Web: Accredible utilizes status message in an accessible manner.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

Legal Disclaimer (Company)

Accredible will always strive to provide a true and fair description of the accessibility conformance of its recipient-facing products. If any further exceptions are found, we will address them as soon as is practicable. Web accessibility is a constantly evolving field and we aim to evolve our accessibility documentation as the standards and our products evolve.

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