
Jotform Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of the Product	Jotform (https://form.jotform.com)
Report Date	Mar 12, 2024
Product Description	Jotform is an online and mobile form builder that enables users to create forms without coding.
Contact Information	accessibility@jotform.com
Evaluation Methods Used	<p>Accessibility testing as per WCAG 2.2 AA guidelines.</p> <p>The evaluation was performed using the below tools/tests:</p> <ul style="list-style-type: none">● Screen readers:<ul style="list-style-type: none">○ JAWS on Win10, Win11/ Chrome● Color contrast testing● Browser zoom testing● Keyboard-only testing

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.2	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / 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 it with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of the 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.

WCAG 2.x Report

Tables 1 and 2 also document conformance with

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: Reporting on conformance with the WCAG 2.x Success Criteria is 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 has text alternatives or other alternatives that serve an equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	No audio-only or video-only content is present on the website.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No multimedia content is present on the website.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No multimedia content is present on the website.
1.3.1 Info and Relationships (Level A)	Partially Supports	<p>Most parts of the website have consistent headers and global table structures to establish clear information and relationships. Screen readers properly identify most of the information available on the website. Visually impaired users are easily able to perceive the relationships between a particular element and its role.</p> <p>Exceptions include</p> <ul style="list-style-type: none"> Some visual headings are not marked as headings on the Card form layout.
1.3.2 Meaningful Sequence (Level A)	Supports	The sequence of the content present on the website is meaningful and appropriate, and does not affect the meaning of the provided content.
1.3.3 Sensory Characteristics (Level A)	Supports	The website contains no information that is based on sensory characteristics such as shape, size, location, sound, etc.

1.4.1 Use of Color (Level A)	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A)	Not Applicable	No audio content is present on the website that plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A)	Partially Supports	Keyboard navigation is well supported across forms. However, there are exceptions. Exceptions include <ul style="list-style-type: none"> When accessibility mode is enabled on forms, exceptions are shown as warnings.
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus moves sequentially throughout the website without the focus getting trapped in any section, and the functionality is convenient to access.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	No functionalities are dependent on or controlled by character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	There is no specific time limit to fill out a form.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	There is no content present on the website that needs to be stopped, paused, or hidden.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	There is no flashing content present on the website.
2.4.1 Bypass Blocks (Level A)	Not Applicable	No such repetitive content is present on the website.
2.4.2 Page Titled (Level A)	Supports	Descriptive and correct page titles are present for pages throughout the website.
2.4.3 Focus Order (Level A)	Partially Supports	The focus moves in a correct sequence on the website from left to right and top to bottom.

		<p>Exceptions include</p> <ul style="list-style-type: none"> • When accessibility mode is enabled on forms, exceptions will be shown as warnings.
2.4.4 Link Purpose (In Context) (Level A)	Supports	All links are provided with appropriate link text, and users are able to understand the purpose of the link from its link text.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	All functionalities present in the website can be operated with a single pointer without a path-based gesture unless a multipoint or path-based gesture is essential.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	No down-event of the pointer is used in the website to execute any part of the action.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	All labels on the website include text, and the same text is defined in the code to assist speech recognition technologies.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	No functionality is present on the website that is operable only by device motion.
3.1.1 Language of Page (Level A)	Supports	The language attribute is correctly defined for the web pages.
3.2.1 On Focus (Level A)	Supports	No interactive element is triggered automatically on receiving the focus.
3.2.2 On Input (Level A)	Supports	Change of context does not happen when the user changes the setting of any input controls.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	A sufficient help mechanism is provided in a consistent place on multiple web pages.
3.3.1 Error Identification (Level A)	Supports	Errors present on the website are correctly identified for users.
3.3.2 Labels or Instructions (Level A)	Supports	The website provides support for motor-impaired and cognitive-impaired users. Labels and instructions are provided for form

		fields, and are clearly visible to and readable by such users.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	Users are not required to enter the same details in the same process multiple times.
4.1.2 Name, Role, Value (Level A)	Partially Supports	<p>Most of the website elements have a proper label associated with their role, and the screen reader recognizes them correctly with updated values.</p> <p>Exceptions include</p> <ul style="list-style-type: none"> • The date picker overlay is not implemented. • The expanded/collapsed state is not announced for the dropdown menu. • The selected date in the calendar is not announced as such.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No live multimedia content is present on the website.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	No multimedia content is present on the website.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The website does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Interactive fields on the website are clearly labeled to direct the user to enter the data expected in the fields.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Most of the website adheres to minimum contrast standards. Exceptions include <ul style="list-style-type: none"> Some text and background may feature insufficient contrast.
1.4.4 Resize text (Level AA)	Supports	The website is fully responsive. At a zoom of 200%, no loss of content or functionality is observed.
1.4.5 Images of Text (Level AA)	Supports	No information is conveyed to the user via an image of text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	The website does not require scrolling in two dimensions to present content without loss of information in 400% zoom.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	Most of the website user interface components have a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include <ul style="list-style-type: none"> On hover, the light blue focus indicator fails the contrast ratio.

		<ul style="list-style-type: none"> The blue arrow buttons over the white color fail the contrast ratio.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The website complies with WCAG text spacing requirements.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	The content triggered by hover or focus is dismissible, hoverable, and persistent.
2.4.5 Multiple Ways (Level AA)	Supports	A proper navigation header is provided to access the different types of web pages.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels on the website provide sufficient detail on the content they are describing.
2.4.7 Focus Visible (Level AA)	Supports	The product provides a visible focus indicator when elements receive keyboard focus.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	All elements that receive keyboard focus are at least partially visible upon receiving the focus.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	All actions that involve dragging can be accomplished with a simple pointer alternative.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	All interactive pointer targets are at least 24 x 24 CSS pixels or have sufficient spacing around them.
3.1.2 Language of Parts (Level AA)	Not Applicable	English is the primary and only language of the website. There are no phrases or sentences written in any other language that need to be defined separately.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational mechanisms are repeated on the website and occur in the same relative order each time they are repeated. Hence, consistent navigation is provided to the user.
3.2.4 Consistent Identification (Level AA)	Supports	Components that provide the same functionality throughout the website can be easily identified by the user.

<u>3.3.3 Error Suggestion</u> (Level AA)	Supports	Provided error messages are descriptive enough for users to understand the error and identify the location where it occurs.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)	Supports	The user is given sufficient and appropriate provisions to prevent or rectify the errors in forms.
<u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)	Supports	Sufficient mechanisms are provided to assist users with mental effort during authentication or login steps.
<u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2)	Supports	The updated content automatically notifies visually impaired users via a screen reader.

Legal Disclaimer (Jotform)

This VPAT is provided for informational purposes only and does not constitute a legal assessment or legal advice. The purpose of this VPAT is to assist Jotform customers in making preliminary assessments regarding the features that support accessibility in connection with the use of the Jotform platform, and is based on our own understanding of the WCAG standards. Jotform makes no warranties of any kind, expressed or implied, in or about this VPAT, and Jotform expressly disclaims any liability with respect to this VPAT. Jotform cannot guarantee the accuracy of this information, which may be changed without prior notice. Jotform customers are responsible for assessing and ensuring that their use of the Jotform platform complies with all applicable laws and regulations.