Venngage –
Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Venngage 1.5

Report Date: February, 2024

Product Description: Venngage is an online design solution that enables anyone to create visuals like infographics, reports, diagrams, and presentations.

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Notes: N/A.

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines WCAG 2.1 Conformance Level A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- NVDA/Chrome
- VoiceOver/Mac
- Accessible Color Picker Tool
- Text Spacing Bookmarklet
- ZoomText

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)
Web Content Accessibility Guidelines 2.2	Level A (No) Level AA (No) 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 Level AAA.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.2 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	**Partially Supports**	Some non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include: • Some decorative images with textual equivalents. Location: Homepage. • Some informative images with insufficiently descriptive textual equivalents. Location: Product maker page.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	**Supports**	The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	**Supports**	The product provides captions for prerecorded synchronized media (video with audio).
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	**Does Not Support**	The product does not provide appropriate audio descriptions or a media alternative for prerecorded video media. Examples include: • Most prerecorded YouTube videos with audio do not have audio descriptions. Location: Webinar (YouTube Video).

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	**Partially Supports**	In some instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: • Some content that appears as a list but does not use list markup. Location: New Editor Flow > Shapes. • Some content that functions as a heading but does not use heading markup. Location: Homepage. • Some block quotes that are not embedded into blockquote tags. Location: Pricing page.
1.3.2 Meaningful Sequence (Level A)	**Supports**	The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.
1.3.3 Sensory Characteristics (Level A)	**Supports**	The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.
1.4.1 Use of Color (Level A)	**Supports**	The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.
1.4.2 Audio Control (Level A)	**Supports**	The product does not include audio that plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A)	**Partially Supports**	In some instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. Exceptions include: • Some "Templates" sections receive unnecessary keyboard focus. Location: New Editor Flow > Templates. • There is a "Follow us" link that is not operable by the keyboard, after activating it redirects to the same page. Location: Help center.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	**Supports**	Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard [and/or advises users of any non-standard methods required to do so].
2.1.4 Character Key Shortcuts (Level A 2.1 only)	**Supports**	The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A)	**Supports**	The product does not contain time-limited or time-dependent content.
2.2.2 Pause, Stop, Hide (Level A)	**Supports**	The product does not contain content that moves, blinks, scrolls, or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	**Supports**	The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	**Partially Supports**	In some instances, the product provides skip links and other mechanisms to bypass blocks of content repeated on multiple pages. Exceptions include: • After activating the "Skip to main content" link, the focus moves to the "Articles by topic" section, instead of the "Support Centre" section. Location: Help center.
2.4.2 Page Titled (Level A)	**Supports**	Pages of the product provide titles that adequately describe their topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
[2.4.3 Focus Order](#) (Level A)	**Partially Supports**	In some instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: • Some menus that when a user navigates with the keyboard only, the elements in the menu don't have a logical navigation sequence. Location: Footer. • After activating the "Load more" button the focus does not move to the newly added element. Location: Static templates page. • Some Dialogs have incorrect focus order, the focus is not trapped within the modal using only the keyboard. Location: New Editor Flow > Templates.
[2.4.4 Link Purpose (In Context)](#) (Level A)	**Partially Supports**	In some instances, the product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context. Exceptions include: • Some links with identical accessible names that navigate to different locations. Location: Product maker page.
[2.5.1 Pointer Gestures](#) (Level A 2.1 only)	**Partially Supports**	In some instances, the product ensures functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture. Exceptions include: • Some equivalent keyboard elements (or a non-path-based equivalent) provided for the "rotate", "resize", "Move" etc. available only with a path-based gesture. Location: New Editor Flow.
[2.5.2 Pointer Cancellation](#) (Level A 2.1 only)	**Supports**	The product does not contain functionality that uses a pointer for operation.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only)	**Supports**	The product does not contain user interface components subject to this criterion.
2.5.4 Motion Actuation (Level A 2.1 only)	**Supports**	The product does not contain functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	**Supports**	The product ensures that the default human language used on each page can be programmatically determined.
3.2.1 On Focus (Level A)	**Partially Supports**	In some instances, the product ensures that interface components do not initiate a change of context when receiving focus. Exceptions include: • Some elements that trigger a focus or context change as soon as they receive focus. Location: New Editor Flow.
3.2.2 On Input (Level A)	**Supports**	The product does not contain interface components subject to this criterion.
3.2.6 Consistent Help (Level A 2.2 only)	**Supports**	The product does not contain help mechanisms.
3.3.1 Error Identification (Level A)	**Supports**	Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A)	**Supports**	Where user input is required, the product presents adequate labels or instructions for successfully providing that input.
3.3.7 Redundant Entry (Level A 2.2 only)	**Supports**	The product does not request user information in multi-step processes.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) – Does not apply.	**Supports**	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	**Partially Supports**	In some instances, the product contains user interface components whose name, role, state, and value can be programmatically determined, [and whose state, properties, and value, where applicable, can be programmatically set]. Exceptions include: • Some collapsed or expanded controls without an appropriate name, role, and state information. Location: Footer. • Some buttons do not have accessible names. Location: New Editor Flow.

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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	**Supports**	The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
1.2.5 Audio Description (Prerecorded) (Level AA)	**Does Not Support**	In most instances, the product does not provide sufficient audio descriptions for synchronized media (video with audio). • Most prerecorded videos with audio do not have audio descriptions. Location: Webinar (YouTube Video).
1.3.4 Orientation (Level AA 2.1 only)	**Supports**	The product does not restrict its view and operation to a single display orientation, such as portrait or landscape [unless a specific orientation is essential].
1.3.5 Identify Input Purpose (Level AA 2.1 only)	**Supports**	The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA)	**Partially Supports**	In some instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include: • Some text that does not meet the required minimum color contrast ratio with its background. Location: Product maker page. • Some text that does not meet the required minimum color contrast ratio with its Irregular background. Location: Webinar.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	Partially Supports	In some instances, the product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include: • Some content that disappears when viewing the page at 200% browser zoom and a 1280-pixel viewport width. Location: Static templates page.
1.4.5 Images of Text (Level AA)	Supports	The images of text contained in the product are essential and can be visually customized to user viewing requirements.
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	In some instances, pages of the product allow for resizing to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions [except where scrolling is required for content usage such as tables or diagrams]. Exceptions include: • Some content disappears when the page has a viewport width of 320 CSS pixels. Location: Static templates page. • Some content is cut off when the page has a viewport width of 320 CSS pixels. Location: Product maker page.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	In some instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include: • Some active user interface components have sufficient contrast. Location: Static templates page. • Some parts of graphical objects essential for understanding content have sufficient contrast. Location: Solutions page.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only)	**Partially Supports**	In some instances, the product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality. Exceptions include: • Some content is cut off when viewing the page with custom text spacing. Location: Pricing page.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	**Supports**	The product ensures that content triggered by hover or focus becomes and remains visible while triggered, and is dismissed when hover or focus is removed, [or can otherwise be dismissed by the user].
2.4.5 Multiple Ways (Level AA)	**Supports**	The product provides multiple ways to navigate through pages in the product [except where pages are sequential steps in a process].
2.4.6 Headings and Labels (Level AA)	**Partially Supports**	The product uses headings and labels that describe their topic or purpose in some instances. Exceptions include: • Some buttons with insufficiently descriptive accessible names. Location: Product maker page.
2.4.7 Focus Visible (Level AA)	**Partially Supports**	In some instances, the product provides a visible indication of keyboard focus for elements on each page. Exceptions include: • Some interactive controls without a visible keyboard focus indicator. Location: Help center.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	**Partially Supports**	When some user interface components have keyboard focus, they are, at minimum, partially visible. Exceptions include: • Some focused elements that are fully obscured by other content. Location: Homepage.
2.5.7 Dragging Movements (Level AA 2.2 only)	**Supports**	The product does not use dragging movements for interactive functionality.

Criteria	Conformance Level	Remarks and Explanations
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	**Supports**	The size of the target meets the requirements of this criterion.
3.1.2 Language of Parts (Level AA)	**Partially Supports**	In some instances, where pages of the product contain text in multiple languages, the language used for each passage can be programmatically determined. Exceptions include: • Some text in a different language from the rest of the page, but the language of this text is unspecified or incorrect. Location: Help center.
3.2.3 Consistent Navigation (Level AA)	**Supports**	The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.
3.2.4 Consistent Identification (Level AA)	**Supports**	The product ensures that components with the same functionality are identified consistently across pages of the product.
3.3.3 Error Suggestion (Level AA)	**Supports**	Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	**Supports**	The product does not cause legal commitments, process financial transactions, or modify or delete user-controllable data.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	**Supports**	The product does not require users to complete a cognitive function test during its authentication process.

Criteria	Conformance Level	Remarks and Explanations
[4.1.3 Status Messages](#) (Level AA 2.1 only)	**Partially Supports**	In some instances, the product provides status messages that can be presented to assistive technologies without receiving focus. Exceptions include: • Some search results are not announced by the screen reader. Location: New Editor Flow > Templates. • Some status messages are not implemented for "Filter clear activity", "Generating QR code" etc. Location: New Editor Flow > Alt text.

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