Jotform Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product:

Jotform AI Agents

Report Date:

September 16th, 2026

Product Description:

The Jotform AI Agent is a no-code, conversational assistant that turns static forms into dynamic, human-like interactions to collect data, answer questions, and automate workflows.

Contact information:

accessibility@jotform.com

Evaluation Methods Used:

Accessibility testing as per WCAG 2.2 AA guidelines.

The evaluation was performed using below tools/ tests:

- Screen readers:
  - JAWS on Win10, Win11/ Chrome, Firefox
  - NVDA on Win10, Win11/ Chrome, Firefox
- Color contrast testing
- Browser zoom testing
- Keyboard-only testing

Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.2	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.

WCAG 2.x Report

This document classifies issue titles by WCAG 2.2 success criterion. It does not replace full conformance testing of complete pages, processes, and accessibility-supported ways of using technology described in the WCAG 2.2 Conformance Requirements.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Alternative text is provided for some evaluated non-text content in the AI Agent Builder chat interface. **Exceptions include:** • Some images do not provide an alternative text description or do not provide sufficiently informative alternative text. • Some icon fonts do not provide equivalent text for assistive technologies.
1.3.1 Info and Relationships (Level A)	Partially Supports	Information, structure, and relationships are programmatically conveyed in some evaluated areas of the AI Agent Builder chat interface. **Exceptions include:** • Some headings use unnecessary or implicit heading markup, or heading levels that do not match their visual hierarchy. • Some lists and data tables do not use appropriate semantic markup, and some data-table header cells are blank. • Some groups of form controls do not use fieldsets, and some field constraints and errors are not programmatically associated with their corresponding fields. • Some ARIA regions, landmarks, and HTML sections are not identifiable.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	Partially Supports	Some evaluated information in the AI Agent Builder chat interface is conveyed using cues in addition to color. **Exceptions include:** • Color is the sole means of communicating some information.
2.1.1 Keyboard (Level A)	Partially Supports	Some evaluated interactive functionality in the AI Agent Builder chat interface is operable using a keyboard. **Exceptions include:** • Some custom controls and other interactive functionality cannot be operated using only a keyboard.
2.4.2 Page Titled (Level A)	Partially Supports	Some evaluated pages provide informative, context-sensitive titles. **Exceptions include:** • Some pages do not provide an informative title that identifies their topic or purpose in context.
2.4.3 Focus Order (Level A)	Partially Supports	Keyboard focus follows a logical order and is updated appropriately in some evaluated interactions. **Exceptions include:** • The focus order of some interactive elements is not logical. • Some dynamic content updates do not move or restore focus appropriately.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	Some evaluated links communicate their purpose from the link text and its context. **Exceptions include:** • Some link text does not meaningfully describe the link purpose within its context.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A)	Partially Supports	The accessible names of some evaluated controls include their visible text labels. **Exceptions include:** • Some controls have an accessible name that does not include the control's visible text label.
3.3.1 Error Identification (Level A)	Partially Supports	Some detected submission errors clearly identify the field that contains the error. **Exceptions include:** • Some submitted fields in error are not clearly identified to the user.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Visible labels or instructions are provided for some evaluated user-input fields. **Exceptions include:** • Some input fields rely on placeholder text to label or explain the expected input. • Some input fields do not provide sufficient visible labels or instructions.
4.1.2 Name, Role, Value (Level A)	Partially Supports	Some evaluated custom controls expose appropriate names, roles, states, and values to assistive technologies. **Exceptions include:** • Some custom controls do not provide the required textual name, role, or state information. • Some ARIA roles, states, or properties are invalid. • Some dialogs do not provide a descriptive accessible title. • Some progress bars and meters do not provide accessible names.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA)	Partially Supports	The purpose of some evaluated common input fields can be programmatically determined. **Exceptions include:** • Some common input fields do not allow autocomplete or do not use standard autocomplete values.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Text and images of text meet the minimum contrast requirement in some evaluated areas of the AI Agent Builder chat interface. **Exceptions include:** • Some text and images of text do not provide sufficient contrast against their backgrounds.
1.4.4 Resize Text (Level AA)	Partially Supports	Text can be resized in some evaluated areas without loss of content or functionality. **Exceptions include:** • Some text cannot be resized to 200 percent without loss of content or functionality.
1.4.10 Reflow (Level AA)	Partially Supports	Some evaluated content reflows without loss of information or functionality and without requiring two-dimensional scrolling. **Exceptions include:** • Some pages require two-dimensional scrolling or lose content or functionality at reflow dimensions.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA)	Partially Supports	Sufficient non-text contrast is present in some evaluated user interface components and graphical objects. **Exceptions include:** • Some active user interface components do not provide sufficient contrast against adjacent colors. • Some parts of graphical objects that are essential for understanding content do not provide sufficient contrast.
2.4.6 Headings and Labels (Level AA)	Partially Supports	Some evaluated headings and labels describe their topic or purpose and are unique within context. **Exceptions include:** • Some headings and labels are not sufficiently descriptive or unique.
2.4.7 Focus Visible (Level AA)	Partially Supports	A visible keyboard focus indicator is present on some evaluated interactive elements. **Exceptions include:** • Keyboard focus is not visibly indicated on some interactive elements.
3.3.3 Error Suggestion (Level AA)	Partially Supports	Suggestions for correcting input errors are provided in some evaluated cases when the correction is known. **Exceptions include:** • Some error messages do not provide a known suggestion for correcting the error.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA)	Partially Supports	Some status messages can be programmatically determined by assistive technologies without receiving focus. **Exceptions include:** • Some status messages are not programmatically determinable and may not be announced by assistive technologies without receiving focus.