Jotform Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product:

Jotform (https://form.jotform.com) - Basic Form Fields

Report Date:

February 20th, 2026

Product Description:

The Basic Form Elements within the Jotform Form Builder are standard input components that enable form creators to collect structured information from end users. These fields support common data entry and interaction patterns.

Contact information:

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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 standards/guidelines:

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.2 at *https://www.w3.org/TR/WCAG22/*	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

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are 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)	Partially Supports	Most images on the website contain relevant alternative text. **Exceptions include:** ● Images loaded with the 'Image' are not focused and announced on the form page.
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	The website has consistent headers and global table structures to establish clear information and relationships within most parts of the website. 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. **Exceptions include:** ● Headings
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	No information is present on the website which 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	Most parts of the website support standard keyboard navigation and input functions to make selections. **Exceptions include:** ● The focus does not move to the 'Product List' image zoom on the form page when Clickable Image Preview toggle on.
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus is moving sequentially throughout the website without the focus getting trapped in any section and it is convenient to access the functionality.
2.1.4 Character Key Shortcuts (Level A)	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 such 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 order on the website from left to right and top to bottom. **Exceptions include:** ● Screen reader users lose keyboard focus after selecting day, month, or year in the appointment field. Rapidly pressing the previous/next buttons also causes screen readers to miss commands and shift focus to the button.
2.4.4 Link Purpose (In Context) (Level A)	Supports	All links are provided with appropriate link text and the user would be able to understand the purpose of the link from its link text.
2.5.1 Pointer Gestures (Level A)	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)	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)	Supports	All labels on the website include text and the same text is defined in the code as well to assist speech recognition technologies.
2.5.4 Motion Actuation (Level A)	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 webpages.
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)	Supports	A sufficient help mechanism is provided in a consistent place on multiple web pages.
3.3.1 Error Identification (Level A)	Partially Supports	Errors present on the website are notified to the users correctly. **Exceptions include:** ● The 'Phone', and the 'Date Picker'
3.3.2 Labels or Instructions (Level A)	Partially Supports	The website provides support for motor-impaired and cognitive users as the labels and instructions are provided for the form fields, which are visible and readable to such users. **Exceptions include:** ● The 'Check Box', the 'Date Picker' calendar, the 'Product List', the 'Signature, the 'Name' Field, and the 'Single Choice'
3.3.7 Redundant Entry (Level A)	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	Most of the website elements have a proper label associated with their role and the screen reader is recognizing them correctly with updated values as well. **Exceptions include:** ● The 'Appointment', the 'Date Picker' calendar, the 'Signature' and the 'File Upload' elements.

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)	Supports	The website does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA)	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 in most parts. **Exceptions include:** ● Some text and background of form fields may feature insufficient contrast on the default theme.
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)	Partially Supports	Almost all information is conveyed to the user via an image of the text. **Exceptions include:** ● Product List element product images.
1.4.10 Reflow (Level AA)	Partially Supports	The website does not require scrolling in two dimensions to present content without loss of information in 400% zoom. **Exceptions include:** ● Address element country combobox is cut off or requires horizontal scrolling to

		view when the page has a viewport width of 320 CSS pixels.
1.4.11 Non-text Contrast (Level AA)	Partially Supports	Most of the website user interface components have a contrast ratio of at least 3:1 against adjacent color(s). **Exceptions include:** ● Border of checkboxes.
1.4.12 Text Spacing (Level AA)	Supports	The website is compliant with WCAG text spacing requirements.
1.4.13 Content on Hover or Focus (Level)	Supports	The content that is 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 website pages.
2.4.6 Headings and Labels (Level AA)	Partially Supports	Headings and Labels on the website provide sufficient detail of the content they are describing. **Exceptions include:** ● The 'Product List' element.
2.4.7 Focus Visible (Level AA)	Partially Supports	Most of the elements present in the website have focus visibility. **Exceptions include:** ● The focus indicator is not visible on the 'Product List' form product items.
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, are provided with a simple pointer alternative.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	All the interactive pointer targets are at least 24 by 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, which 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.
3.3.3 Error Suggestion (Level AA)	Partially Supports	Most of the provided error messages are descriptive enough to understand the error and identify the location where they occur. **Exceptions include:** ● When a required field is not filled in the form the alert message is too generic.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The user is given sufficient and appropriate provisions to prevent or rectify the errors in forms.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Sufficient mechanisms are provided to assist users with mental effort during authentication or login steps.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	The updated content automatically notifies the visually impaired users via a screen reader in most cases. **Exceptions include:** ● The 'Appointment' element Cancel Selection changing content areas that do not indicate live regions. ● There is no status message after signing is completed. ● There is no status message after file upload is completed.