Jotform Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product:

Jotform Sign - Document Elements

Report Date:

September 16th, 2026

Product Description:

Jotform Sign is an electronic signature software that lets you create, send, and track documents online.

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 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	Some evaluated non-text content provides an equivalent text alternative. **Exceptions include:** • Some images do not have sufficiently descriptive text alternatives. • Some icon fonts, embedded elements, and canvas content do not provide meaningful text equivalents.
1.3.1 Info and Relationships (Level A)	Partially Supports	Information, structure, and relationships are programmatically conveyed in many evaluated areas, including some headings, grouped controls, and emphasized text. **Exceptions include:** • Some headings use implicit markup or levels that do not match their visual hierarchy. • Some groups of form controls lack fieldsets, and some form fields lack valid labels. • Some lists, data tables, and emphasized or specially formatted text do not use appropriate semantic markup.
1.3.2 Meaningful Sequence (Level A)	Supports	The reading order of the evaluated content is logical and can be programmatically determined.
1.4.1 Use of Color (Level A)	Partially Supports	Color is not consistently supplemented by another visual or textual cue. **Exceptions include:** • Some links are identified by color alone. • Some information is communicated using color alone.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Partially Supports	Most evaluated interactive functionality is operable using a keyboard. **Exceptions include:** • Some functionality in Preview and other evaluated interfaces cannot be completed using only a keyboard.
2.4.3 Focus Order (Level A)	Partially Supports	Focus order is logical and focus is updated appropriately in most evaluated interactions. **Exceptions include:** • Some Sign Forms and form fields have an illogical focus order or do not update focus appropriately after content changes. • Modal dialogs do not consistently receive focus when opened, prevent focus from moving behind the dialog, or return focus to the triggering element when closed.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Link text in the evaluated content communicates its purpose within context.
3.3.1 Error Identification (Level A)	Partially Supports	Fields with automatically detected input errors are not consistently identified, and error descriptions are not always provided in text. **Exceptions include:** • Some Sign Forms and other evaluated interfaces do not clearly indicate which fields contain errors.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Partially Supports	Labels and instructions are not consistently provided where user input is required. **Exceptions include:** • Some input fields lack visible labels or instructions, or do not have a valid associated label. • Required-field asterisks are not always explained.
4.1.2 Name, Role, Value (Level A)	Partially Supports	Many evaluated custom controls expose appropriate names, roles, states, and values to assistive technologies. **Exceptions include:** • Some dialogs do not have an accessible name. • Some custom buttons, comboboxes, page tabs, and other controls do not expose the required name, role, state, or value. • Some form fields do not have a valid programmatically associated label.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Text and images of text meet the minimum contrast requirement in some evaluated areas. **Exceptions include:** • Some text and images of text in Sign Forms, Sign Templates, Form Fields, and other evaluated interfaces do not provide sufficient contrast.
1.4.4 Resize Text (Level AA)	Partially Supports	Text is not consistently resizable to 200 percent without loss of content or functionality. **Exceptions include:** • Some Sign Forms and Preview content do not support text resizing as required.
1.4.10 Reflow (Level AA)	Partially Supports	Most evaluated content reflows without loss of information or functionality and without requiring two-dimensional scrolling. **Exceptions include:** • Some Sign Forms and other evaluated interfaces 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. **Exceptions include:** • Some active user interface components in Sign Forms, Form Fields, and Preview do not have sufficient contrast against adjacent colors. • Some focus indicators do not have sufficient contrast. • Some graphical objects that are essential for understanding content do not have sufficient contrast.
2.4.7 Focus Visible (Level AA)	Supports	The evaluated keyboard-operable interfaces provide a visible focus indicator.
2.4.11 Focus Not Obscured (Minimum) (Level AA)	Partially Supports	Keyboard focus is not consistently kept visible when modal dialogs are open. **Exceptions include:** • In Sign Forms, focus can move to content behind a modal dialog, allowing the focused component to become entirely obscured by author-created content.
4.1.3 Status Messages (Level AA)	Partially Supports	Some status messages are programmatically exposed to assistive technologies without moving focus. **Exceptions include:** • Some status messages in Sign Forms and other evaluated interfaces are not programmatically determinable and may not be announced by assistive technologies without receiving focus.