

JotForm Accessibility Conformance Report

VPAT Version 1.0 - November 2019

Name Of Product:	JotForm Online Form Builder
Product Description:	Web & Mobile Application
Date:	05 November 2019
Contact Information	support@jotform.com
Notes:	
Evaluation Methods Used:	Product knowledge. User experience feedback. Browsers: Google Chrome, Firefox, Safari Devices: Mobile Devices, MAC, PAD, Windows Devices
Applicable Standards/Guidelines:	Web Content Accessibility Guidelines (WCAG) 2.1 - Level A and Level AA, but not Level AAA.

Terminology

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 only be used in WCAG 2.1 Level AAA.

WCAG 2.1 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: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Web Content Accessibility Guidelines Success Criteria, Level A

Criteria	Conformance Level	Remarks And Explanations
1.1.1 Non-text Content	Supports	All form elements have alt-text functionality.
1.2.1 Audio-only and Video-only (Prerecorded) - Level A	Not applicable	JotForm doesn't contains prerecorded audio and prerecorded video content.
1.2.2 Captions (Prerecorded) - Level A	Not applicable	JotForm doesn't contains prerecorded audio content
1.2.3 Audio Description or Media Alternative (Prerecorded) - Level A	Not applicable	JotForm doesn't contains prerecorded video content
1.3.1 Info and Relationships - Level A	Supports	All form element's semantics, headings, and information are available in text.
1.3.2 Meaningful Sequence - Level A	Supports	Form contents are arranged in a meaningful sequence.
1.3.3 Sensory Characteristics - Level A	Supports	JotForm presents textual instructions to understand the functionality and operation of contents.
1.4.1 Use of Color - Level A	Supports	Some contents may be represented by color, but all have textual explanations.
1.4.2 Audio Control - Level A	Partially Supports	No audio content available in default. But users may add audio content on their own and the user can stop, mute and pause the audio.
2.1.1 Keyboard - Level A	Supports	Some content functionalities can only be modified by mouse interactions.
2.1.2 No Keyboard Trap - Level A	Supports	Users can leave the focus on any component or content by the keyboard.
2.1.4 Character Key Shortcuts - Level A	Not applicable	JotForm does not include any shortcuts.
2.2.1 Timing Adjustable - Level A	Not applicable	JotForm does not include any content with a timeout.
2.2.2 Pause, Stop, Hide - Level A	Partially Supports	JotForm does not have any default blinking, scrolling or moving content. However authors can use scrolling content and the user is able to stop or pause the scrolling.
2.3.1 Three Flashes or Below Threshold - Level A	Not applicable	JotForm does not have any flashing content.
2.4.1 Bypass Blocks - Level A	Supports	JotForm does not include repetitive content by default but

		users can modify their own forms to bypass blocks.
2.4.2 Page Titled - Level A	Supports	Title and headings are available in forms.
2.4.3 Focus Order - Level A	Supports	JotForm provides top-down navigation by default, but users can modify left to right navigation.
2.4.4 Link Purpose (In Context) - Level A	Supports	JotForm provides a textual explanation for every link content; however, users can change the behavior optionally.
2.5.1 Pointer Gestures - Level A	Partially Supports	Signature widgets can only be used with pointer path gestures.
2.5.2 Pointer Cancellation - Level A	Support	JotForm provides Drag & Drop as well as single-click building.
2.5.3 Label in Name - Level A	Partially Supports	If the author leaves a field with default names, multiplying this field will get random unique names. The author should build the form with specific labels and field names.
2.5.4 Motion Actuation - Level A	Not applicable	JotForm does not contain any motion actuation component.
3.1.1 Language of Page - Level A	Supports	JotForm provides several languages. Also users can create their own content in any language.
3.2.1 On Focus - Level A	Supports	Content context does not change when focused.
3.2.2 On Input - Level A	Supports	There is not any unexpected action raise when components settings are changed.
3.3.1 Error Identification - Level A	Supports	Every error on a form is representing to the user as texture.
3.3.2 Labels or Instructions - Level A	Supports	Every component has instructive labels. However, users can change the behavior individually.
4.1.1 Parsing - Level A	Supports	Every component has its unique ID and standard tags.
4.1.2 Name, Role, Value - Level A	Supports	Every component in a form has its role, default name, and label. But users can change field names and labels optionally.

Table 2: Web Content Accessibility Guidelines Success Criteria, Level AA

Criteria	Conformance Level	Remarks And Explanations
1.2.4 Captions (Live) - Level AA	Not applicable	JotForm doesn't contains live audio content.
1.2.5 Audio Description (Prerecorded) - Level AA	Not applicable	JotForm doesn't contains prerecorded audio content
1.3.4 Orientation - Level AA	Supports	Form's layout does not change if the user displays form on mobile phone or pad as landscape.
1.3.5 Identify Input Purpose - Level AA	Supports	JotForm provides detailed, textured explanations about the purpose of a field. Also, form builders can add additional explanations if they customize fields.
1.4.3 Contrast (Minimum) - Level AA	Partially Supports	All forms are eligible for customizable background, font, and the form themes, styles, and colors. Therefore the JotForm can meet contrast ratios depends on the form builder.

1.4.4 Resize text - Level AA	Supports	JotForm texts can be resized up to 200 percent without loss of content or functionality.
1.4.5 Images of Text - Level AA	Supports	Form's text is used to convey information rather than images of text.
1.4.10 Reflow - Level AA	Supports	Fields in a form layout stay stable and content information and functionality does not change.
1.4.11 Non-text Contrast - Level AA	Partially Supports	JotForm provides in default but authors can change behaviour. All forms are eligible for customizable background, font, and the form themes, styles, and colors. Therefore the JotForm can meet contrast ratios depends on the form builder.
1.4.12 Text Spacing - Level AA	Supports	Forms can be designed as fully customized CSS. Text spacing is available unless the author limits the input.
1.4.13 Content on Hover or Focus - Level AA	Supports	When a pointer hover or keyboard focus triggers a hover text, it displays apart from the content of the field.
2.4.5 Multiple Ways - Level AA	Supports	JotForm can provide multiple pages within a form, and the user can navigate through.
2.4.6 Headings and Labels - Level AA	Supports	JotForm provides a wide range of headings and labels
2.4.7 Focus Visible - Level AA	Supports	JotForm provides highlighted visualization when a component receives focus.
3.1.2 Language of Parts - Level AA	Partially Supports	The user can create an initial form that can support several languages. Also, users can create their forms in any language.
3.2.3 Consistent Navigation - Level AA	Supports	The form's layout is consistent and does not change through navigation.
3.2.4 Consistent Identification - Level AA	Supports	All components would have constant identifiers, even if they used on multiple pages.
3.3.3 Error Suggestion - Level AA	Supports	JotForm provides error indicators with textual descriptions.
3.3.4 Error Prevention (Legal, Financial, Data) - Level AA	Supports	JotForm sends a default email, including payment status, submission date, and so on. Also, form builders can prompt Terms & Conditions, Disclaimers, or data confirmation before the user submits the form.
4.1.3 Status Messages - Level AA	Not Applicable	JotForm does not accept live messages.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Notes: This report covers accessibility conformance for the resulting JotForm that is generated by our software.

Criteria	Conformance Level	Remarks And Explanations
302.1 Without Vision	Supports	JotForm uses standard HTML, and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to Assistive Technologies such as screen readers..
302.2 With Limited Vision	Supports	JotForm supports standard browser magnification and contrast adjustments.
302.3 Without Perception of Color	Supports	Color is only used as a decorative or supplemental attribute of user interface elements. A textual representation is always used as the primary mechanism for conveying information.
302.4 Without Hearing	Supports	JotForm, doesn't have any audio content in default. Some widgets have audio feature, but usage depends on form author. Description of audio contents can be represented in texture.
302.5 With Limited Hearing	Supports	JotForm, doesn't have any audio content in default. Some widgets have audio feature, but usage depends on form author. Description of audio contents can be represented in texture.
302.6 Without Speech	Supports	JotForm, doesn't have any audio recording in default. Some widgets have audio recording feature, but usage depends on form author. Description of audio recording contents can be represented in texture.
302.7 With Limited Manipulation	Supports	JotForm supports standard input mechanisms such as user-provided keyboards and pointing devices. The usage of the product does not require excellent motor controls nor simultaneous actions.
302.8 With Limited Reach and Strength	Supports	JotForm, supports standard input mechanisms such as user-provided keyboards and pointing devices.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	JotForm provides several languages. Also users can create their own content in any language. Form authors add descriptions to the form fields.

Chapter 4: Hardware

Notes: Not applicable. This is not a hardware product.

Chapter 5: Software

Notes: This report covers accessibility conformance for the resulting JotForm Form that is generated by our software.

Criteria	Conformance Level	Remarks And Explanations
501.1 Scope – Incorporation of WCAG 2.1 AA	Supports	See information in WCAG 2.1 section.
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Supports	JotForm online web forms as software can meet software standards declared in Section 508 Software standards.
502.2.2 No Disruption of Accessibility Features	Supports	A JotForm online web form is compatible with operating system and browser accessibility
502.3 Accessibility Services		
502.3.1 Object Information	Supports	JotForm online web forms use standard HTML form controls and WAI-ARIA attributes to describe the role, state, and description of user interface elements to Assistive Technologies.
502.3.2 Modification of Object Information	Supports	JotForm online web forms use standard HTML or ARIA object roles for maximum compatibility with assistive technologies.
502.3.3 Row, Column, and Headers	Supports	When a table field is used, WAI-ARIA attributes are used to define table structure and relationships, including column and row headers, to Assistive Technologies.
502.3.4 Values	Supports	JotForm online web forms use standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.5 Modification of Values	Supports	JotForm online web forms use standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.6 Label Relationships	Supports	JotForm online web forms use standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.7 Hierarchical Relationships	Supports	JotForm online web forms use standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.8 Text	Supports	JotForm online web forms use standard form controls for maximum compatibility with assistive technologies.
502.3.9 Modification of Text	Supports	JotForm online web forms use standard form controls for maximum compatibility with assistive technologies.
502.3.10 List of Actions	Supports	JotForm online web forms use standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.11 Actions on Objects	Supports	JotForm online web forms use standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.12 Focus Cursor	Supports	JotForm online web forms use standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.13 Modification of Focus Cursor	Supports	JotForm online web forms use standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.14 Event Notification	Not Applicable	JotForm online web forms do not include events outside of the user interacting with standard HTML form elements.
502.4 Platform Accessibility Features	Not Applicable	A JotForm online web form is not considered platform software as defined by Section 508.
503 Applications		
503.2 User Preferences	Supports	A JotForm online web form is a web page that respects user preferences from browser or OS settings.

503.3 Alternative User Interfaces	Not Applicable	JotForm online web forms do not provide any alternative user interfaces that function as assistive technology.
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Not Applicable	JotForm online web forms do not support audio content.
503.4.2 Audio Description Controls	Not Applicable	JotForm online web forms do not support audio content.
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Supports	See information in WCAG 2.1 section.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The deliverables are not for authoring content.
504.2.2 PDF Export	Not Applicable	The deliverables are not for authoring content.
504.3 Prompts	Not Applicable	The deliverables are not for authoring content.
504.4 Templates	Not Applicable	The deliverables are not for authoring content.

Chapter 6: Support Documentation and Services

Notes: This report covers accessibility conformance for the resulting JotForm Form that is generated by our software and does not discuss Documentation or Support Services.

Legal Disclaimer

© 2019 JotForm Inc. As of the date of publication indicated in the information table at the beginning of this Conformance Report, this Report represents the knowledge, experience and best judgement of JotForm Inc. as it pertains to information about the subject JotForm product as outlined in the ITI's "VPAT® 2.2 Revised Section 508 Edition Version 1.0."

JotForm Inc. makes no warranties, either expressed or implied, that the information in this Conformance Report will remain accurate after the date of publication. Furthermore, JotForm Inc. shall not be liable for any damages based upon the statements it contains. However, JotForm continuously monitors the accessibility of its products and provide updates as necessary.

This Conformance Report is provided "as is" and for informational purposes only. Any modification or customization to the subject product may render some or all of this Conformance Report to become inapplicable.