

Pendo Customer Facing Guides (Mobile) – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Pendo Customer – Facing Guides - Mobile

Report Date: July 2023

Product Description: Pendo Guides deliver personalized in-app communication. Product, Marketing, and Support teams use Guides to create better product experiences. This means better onboarding, higher product adoption, and in-app support and growth. Pendo guides are nocode and visually built. Anyone can use them to create beautiful, personalized, and powerful in-app experiences across desktop and mobile.

Contact Information: [Pendo Technical Support](#)

Notes: N/A

Evaluation Methods Used: The evaluation of <http://Pendo.io> Customer-Facing Guides - Mobile involved a combination of automated, manual, and functional testing. Level Access (Level) comprehensively tested a selection of pages representative of <http://Pendo.io> Customer-Facing Guides - Mobile (referred to as “in-scope features and flows”) using a testing methodology that is aligned with the Web Accessibility Conformance Evaluation Methodology 2.0. Assistive technology, including a screen reader (JAWS 2022), which was used along with exclusive use of the keyboard, and review of Accessibility API output to determine support for the WCAG criteria. The scope of this audit covers three scenarios: 1) Verify all Android steps for polls, 2) Verify all carousel steps for Android, and 3) Successfully verify all Android stops for the carousel. For the audit 13 modules were tested including:

1) Pools for Android (Step 1 +Step 2), 2) Full screens for Android (Step 1 + Step 2 + Sept 3), and 11 others.

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)

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 2.0 Level AAA.

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.x Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A)	Android: Supports	Android: In the product, non-text content presented to the user has a text alternative that serves the equivalent purpose.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)	Android: Supports	Android: The product does not contain prerecorded audio-only or video-only media.
<u>1.2.2 Captions (Prerecorded)</u> (Level A)	Android: Supports	Android: The product does not include any "synchronized multimedia" (video with an audio track).
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)	Android: Supports	Android: The product does not contain prerecorded video content that requires audio description or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.1 Info and Relationships (Level A)</p>	<p>Android: Partially Supports</p>	<p>Android: The product does not always ensure that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> • Screen reader users are not notified that some tool tips, such as “Before you go”, reference highlighted “Widgets” and “Dialog” controls. This occurs on the Tooltips for Android (Step 4 + Step 5 + Step 6) page.
<p>1.3.2 Meaningful Sequence (Level A)</p>	<p>Android: Supports</p>	<p>Android: The product presents content in a meaningful sequence.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p>	<p>Android: Supports</p>	<p>Android: The product does not include Instructions that solely rely on sensory characteristics.</p>
<p>1.4.1 Use of Color (Level A)</p>	<p>Android: Supports</p>	<p>Android: The product does not use color as the only visual means to convey information.</p>

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A)	Android: Supports	Android: The product does not include audio that automatically plays.
2.1.1 Keyboard (Level A)	Android: Supports	Android: Functionality is available through the use of keyboard and built-in screen reader.
2.1.2 No Keyboard Trap (Level A)	Android: Supports	Android: The product does not include keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Android: Supports	Android: The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Android: Supports	Android: The product does not include time limits.
2.2.2 Pause, Stop, Hide (Level A)	Android: Supports	Android: The product does not include content which moves, blinks, scrolls or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Android: Supports	Android: The product does not include flashing content.
2.4.1 Bypass Blocks (Level A)	Android: Supports	Android: The product provides skip links and other mechanisms to bypass blocks of content that are repeated on multiple Web pages.
2.4.2 Page Titled (Level A)	Android: Supports	Android: The product provides a suitable title for each page.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.3 Focus Order (Level A)</p>	<p>Android: Partially Supports</p>	<p>Android: The product can mostly be sequentially navigated in a focus order that matches the logical reading order. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> When a user engages a tooltip, focus is lost until the user scrolls through the screen to find the content that triggers the next tooltip. This occurs on the Tooltips for Android (Step 1 + Step 2 + Step 3) page.
<p>2.4.4 Link Purpose (In Context) (Level A)</p>	<p>Android: Supports</p>	<p>Android: The product contains links which indicate their purpose in context.</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p>	<p>Android: Supports</p>	<p>Android: The product does not require multipoint or path-based gestures for operation.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p>	<p>Android: Supports</p>	<p>Android: The product does not use a pointer to execute any part of the function.</p>

Criteria	Conformance Level	Remarks and Explanations
<u>2.5.3 Label in Name</u> (Level A 2.1 only)	Android: Supports	Android: When user interface components contain text labels, the accessible name contains the text that is visually presented.
<u>2.5.4 Motion Actuation</u> (Level A 2.1 only)	Android: Supports	Android: The product does not have functionality that requires device motion or user motion.
<u>3.1.1 Language of Page</u> (Level A)	Android: Supports	Android: The product programmatically indicates the default human language used on each page.
<u>3.2.1 On Focus</u> (Level A)	Android: Supports	Android: The product does not initiate a change in context as a result of any component receiving focus.
<u>3.2.2 On Input</u> (Level A)	Android: Supports	Android: The product does not initiate a change in context when the setting of a user interface component is changed.
<u>3.3.1 Error Identification</u> (Level A)	Android: Supports	Android: The product supports input errors and identifies the associated form field when such errors are detected.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Android: Supports	Android: The product provides programmatically identifiable labels and instructions for user input fields.
4.1.1 Parsing (Level A)	Android: Supports	Android: The product is not implemented using markup languages.
4.1.2 Name, Role, Value (Level A)	Android: Supports	Android: The product ensures that user interface components have programmatically determined name, role, and values.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Android: Supports	Android: The product does not contain live synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Android: Supports	Android: The product does not include any "synchronized multimedia" (video with an audio track).
1.3.4 Orientation (Level AA 2.1 only)	Android: Supports	Android: The product does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Android: Supports	Android: Authored content does not collect information about the user using input fields.
1.4.3 Contrast (Minimum) (Level AA)	Android: Supports	Android: The product provides sufficient contrast between text and backgrounds.
1.4.4 Resize text (Level AA)	Android: Supports	Android: The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Android: Supports	Android: The product uses text instead of images of text (except for logos).

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only)	Android: Supports	Android: The product allows for content to be presented without loss of information or functionality, and without requiring scrolling in two dimensions.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Android: Supports	Android: The visual presentation of non-text content has a contrast ratio of at least 3:1.
1.4.12 Text Spacing (Level AA 2.1 only)	Android: Supports	Android: The product supports custom text spacing without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Android: Supports	Android: The product does not contain content that appears on pointer hover or keyboard focus.
2.4.5 Multiple Ways (Level AA)	Android: Supports	Android: The product allows users to navigate through pages in multiple ways.
2.4.6 Headings and Labels (Level AA)	Android: Supports	Android: The product uses headings and labels that describe their topic or purpose.
2.4.7 Focus Visible (Level AA)	Android: Supports	Android: The product provides a visible indication of keyboard focus for elements on pages.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA)	Android: Supports	Android: The product indicates the human language and does not contain parts which are in a different human language.
3.2.3 Consistent Navigation (Level AA)	Android: Supports	Android: The product provides consistent identification of components with the same functionality.
3.2.4 Consistent Identification (Level AA)	Android: Supports	Android: The product provides consistent Identification.
3.3.3 Error Suggestion (Level AA)	Android: Supports	Android: The product provides suggestions when user input does not comply with the input constraints.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Android: Supports	Android: The product does not process legal commitments or financial transactions, does not submit test responses, and does not modify user-controllable data.
4.1.3 Status Messages (Level AA 2.1 only)	Android: Supports	Android: When status messages in the product do not receive focus, they can be programmatically determined through role or properties and are presented to users of assistive technology without receiving focus.

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