

# Pendo – 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 no-code and built visually. Anyone can use them to create beautiful, personalized, and powerful in-app experiences across desktop and mobile.

**Contact Information:** [Pendo Technical Support](#)

**Notes:** None

**Evaluation Methods Used:** Evaluation of the product involved a combination of manual and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- iOS VoiceOver
- Platform specific accessibility features

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A – Yes Level AA – Yes Level AAA – No
<a href="#">Web Content Accessibility Guidelines 2.1</a>	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
<a href="#"><u>1.1.1 Non-text Content</u></a> (Level A)	iOS: Supports	iOS: Non-text content presented to the user in the product has a text alternative that serves the equivalent purpose.
<a href="#"><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></a> (Level A)	iOS: Supports	iOS: The product does not contain prerecorded audio-only or video-only media.
<a href="#"><u>1.2.2 Captions (Prerecorded)</u></a> (Level A)	iOS: Supports	iOS: The product does not contain any prerecorded synchronized media (video with audio) that requires captions.
<a href="#"><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></a> (Level A)	iOS: Supports	iOS: The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.
<a href="#"><u>1.3.1 Info and Relationships</u></a> (Level A)	iOS: Supports	iOS: The product ensures that information, structure, and relationships conveyed through visual presentation can also be determined programmatically or are available in text.
<a href="#"><u>1.3.2 Meaningful Sequence</u></a> (Level A)	iOS: Supports	iOS: The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	iOS: Supports	iOS: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.
<a href="#">1.4.1 Use of Color</a> (Level A)	iOS: Supports	iOS: The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.
<a href="#">1.4.2 Audio Control</a> (Level A)	iOS: Supports	iOS: The product does not contain media with audio that plays automatically.
<a href="#">2.1.1 Keyboard</a> (Level A)	iOS: Supports	iOS: Interactive content and functionality within the product is accessible and operable using a keyboard or keyboard emulator.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	iOS: Supports	iOS: Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard, and advises users of any non-standard methods required to do so.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	iOS: Supports	iOS: The product does not use character key shortcuts.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	iOS: Supports	iOS: The product does not contain time-limited or time-dependent content.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	iOS: Supports	iOS: The product allows users to pause, stop, or hide moving, blinking, scrolling, or auto-updating content.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	iOS: Supports	iOS: The product does not contain flashing content.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	iOS: Supports	iOS: The product does not contain repeated blocks of content requiring the use of skip links or other bypass mechanisms
<a href="#">2.4.2 Page Titled</a> (Level A)	iOS: Supports	iOS: Screens of the product provide titles that adequately describe their topic or purpose.
<a href="#">2.4.3 Focus Order</a> (Level A)	iOS: Partially Supports	iOS: In most instances, screens of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: <ul style="list-style-type: none"> <li>In the Tooltips for iOS, steps 2 and 3 appear in reverse order inside the app versus the documentation, i.e., "Hello there, this is a walkthrough" appears second, rather than third in the sequence.</li> </ul>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	iOS: Supports	iOS: The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	iOS: Supports	iOS: The product does not require multipoint or path-based gestures for operation.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	iOS: Supports	iOS: The product ensures that functionality on pointer down-event is completed only when the user releases the pointer, or allows the user to abort and/or undo the action.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	iOS: Supports	iOS: The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	iOS: Supports	iOS: The product ensures that functionality triggered by device or user motion can also be operated by conventional user interface components.
<a href="#">3.1.1 Language of Page</a> (Level A)	iOS: Supports	iOS: The product ensures that the default human language used on each screen can be programmatically determined.
<a href="#">3.2.1 On Focus</a> (Level A)	iOS: Supports	iOS: The product ensures that interactive components do not initiate a change of context when receiving focus.
<a href="#">3.2.2 On Input</a> (Level A)	iOS: Supports	iOS: The product ensures that interactive components do not forcefully change context when a user interacts with them without an explicit user action, such as activation of a button or link.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.1 Error Identification</a> (Level A)	iOS: Supports	iOS: Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	iOS: Supports	iOS: Where user input is required, the product presents adequate labels or instructions for successfully providing that input.
<a href="#">4.1.1 Parsing</a> (Level A)	iOS: Supports	iOS: The product ensures that elements have complete start and end tags, do not contain duplicate attributes, that IDs are unique, and that elements are nested according to their specifications.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	iOS: Supports	iOS: The product ensures that user interface components have name, role, state, and value information that can be programmatically determined.

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>1.2.4 Captions (Live)</u></a> (Level AA)	iOS: Supports	iOS: The product does not contain any live synchronized media that requires real-time captioning.
<a href="#"><u>1.2.5 Audio Description (Prerecorded)</u></a> (Level AA)	iOS: Supports	iOS: The product does not contain any prerecorded video media that requires audio descriptions.
<a href="#"><u>1.3.4 Orientation</u></a> (Level AA 2.1 only)	iOS: Supports	iOS: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.
<a href="#"><u>1.3.5 Identify Input Purpose</u></a> (Level AA 2.1 only)	iOS: Supports	iOS: The product does not contain input fields that request information about the user.
<a href="#"><u>1.4.3 Contrast (Minimum)</u></a> (Level AA)	iOS: Supports	iOS: Visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors.
<a href="#"><u>1.4.4 Resize text</u></a> (Level AA)	iOS: Supports	iOS: The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.
<a href="#"><u>1.4.5 Images of Text</u></a> (Level AA)	iOS: Supports	iOS: Except for logos, the product uses text instead of images of text for visual presentation.



Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	iOS: Supports	iOS: The product allows for resizing of content to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	iOS: Supports	iOS: The visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s).
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	iOS: Supports	iOS: The product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	iOS: Supports	iOS: The product does not contain content that appears on pointer hover or keyboard focus.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	iOS: Supports	iOS: Screens in the product are accessed via a process flow and do not require multiple access methods.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	iOS: Supports	iOS: The product provides headings and labels that adequately describe the topic or purpose of the content with which they are associated.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	iOS: Supports	iOS: The product provides a visible indication of keyboard focus for elements on each screen.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	iOS: Supports	iOS: Screens of the product present content in a single language.

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>3.2.3 Consistent Navigation</u></a> (Level AA)	iOS: Supports	iOS: The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.
<a href="#"><u>3.2.4 Consistent Identification</u></a> (Level AA)	iOS: Supports	iOS: The product ensures that components with the same functionality are identified consistently across screens of the product.
<a href="#"><u>3.3.3 Error Suggestion</u></a> (Level AA)	iOS: Supports	iOS: The product does not automatically detect or provide input errors that require suggestions for correction.
<a href="#"><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></a> (Level AA)	iOS: Supports	iOS: The product does not cause legal commitments, process financial transactions, or modify or delete user-controllable data.
<a href="#"><u>4.1.3 Status Messages</u></a> (Level AA 2.1 only)	iOS: Supports	iOS: When status messages appear, the product automatically provides those messages to assistive technology without requiring focus.

## Legal Disclaimer (Company)

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