Cognito Forms Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 – December 2018

Name of Product/Version: Cognito Forms

Product Description: Online form builder

Date: 8/28/2024

Contact information: support@cognitoforms.com

Notes: We tested the resulting forms that are created through our software.

Evaluation Methods Used: Knowledge of the product. Online software testing tools.

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, at _http://www.w3.org/TR/2008/REC-WCAG20-20081211/_	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017	(Yes)

Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	

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 2.0 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 2.0 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All system images have alt text. Form authors can upload their own images and provide their own alt text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Prerecorded audio or video content is not present.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Prerecorded audio content is not present.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Prerecorded video content is not present.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	Semantic markup is used including headings, fieldsets, field labels, and title attributes.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Content is arranged in a meaningful sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	Instructions for content is not present. However, form authors can provide their own instructions.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Color is not used as the only visual means of conveying information. For example, all validation error messages are provided in text. Required fields are denoted by text, not just color.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	No audio is present.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All functionality of the content is operable through a keyboard interface.
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard functions for advancing focus within content

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		(commonly the tab key) exits the subset of the content after it reaches the final navigation location.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	No specific timings are required to fill out a form. Time limit to finish filling out a form exceeds 20 hours.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	No moving, blinking, scrolling or auto-updating content is present.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	Flashing content is not present.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Partially supports	Most forms do not include repetitive navigation. However, form authors can optionally create multipage forms with repeated navigational links. These links cannot be skipped.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Supports	Forms display page titles that describe relevant content. When embedded on the form author's website, it is the responsibility of form author to create a relevant title.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	A logical tab order exists. HTML source matches the visual order of the form, tabbing through the content follows the visual layout of the content.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All links in the form provide context with title attributes. However, form authors can optionally include their own links in content fields. It is up to the form author to provide relevant link text.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When the form is not embedded on a form author's website, language is specified on the html tag.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	A change of context is not initiated when elements on the page receive focus.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Changing the settings of controls does not change context.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Errors for form fields are described to users in text.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Each field has a corresponding label. Form authors are solely responsible for providing the text for each field label on their form. Visual indication of required fields is limited to an asterisk.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All markup conforms to standards and is well-formed.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	All UI controls are standard and provide name, role, value with the following exceptions: Signature field and choice dropdown with allow fill in turned on do not provide name, role and value.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to:	Not applicable	No live audio content is present.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	No prerecorded audio content is present.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The default theme meets contrast ratios requirements except when placeholder text is present. Placeholder text contrast can be adjusted by the form author to meet requirements. Since all forms can be themed by the form author, it is important that the form author checks contrast ratios for their selected colors and font sizes.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Text can be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Text is used to convey information rather than images of text.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508	Not Applicable	Forms are a single webpage and not a set of multiple webpages.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Headings are used when appropriate to label sections of the form. Labels are used to provide context to form controls.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	User interface components are highlighted by the user agent when they receive focus.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Changing the language on parts of the form is not supported.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	For multipage forms, repeated navigational links occur in the same relative order each time they are repeated.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	All components with the same functionality are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Text descriptions for correcting errors are provided.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Form authors can create forms that prompt the user to check their entered data for confirmation before submitting the form.

Table 3: Success Criteria, Level AAA

Notes: Level AAA conformance was not evaluated.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Forms use standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to Assistive Technologies.
302.2 With Limited Vision	Supports	Forms support 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	Not Applicable	Cognito Forms does not include any audio features.
302.5 With Limited Hearing	Not Applicable	Cognito Forms does not include any audio features.
302.6 Without Speech	Not Applicable	Cognito Forms does not support speech input.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports	Forms support standard input mechanisms such as user-provided keyboards and pointing devices. Usage of the product does not require fine motor controls nor simultaneous actions.
302.8 With Limited Reach and Strength	Supports	Forms support standard input mechanisms such as user-provided keyboards and pointing devices.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	All form elements are standard HTML UI controls except Signature Field and Choice field with the allow fill in option selected.

Chapter 4: Hardware

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

Chapter 5: Software

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

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	A Cognito Form is not considered platform software as defined by Section 508.
502.2.2 No Disruption of Accessibility Features	Supports	A Cognito Form is compatible with operating system and browser accessibility

Criteria	Conformance Level	Remarks and Explanations
		features configured by the user.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	A Cognito Form uses 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	A Cognito Form uses 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	A Cognito Form uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.5 Modification of Values	Supports	A Cognito Form uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.6 Label Relationships	Supports	A Cognito Form uses standard HTML labels to describe label relationships of user interface elements to Assistive

Criteria	Conformance Level	Remarks and Explanations
		Technologies.
502.3.7 Hierarchical Relationships	Supports	A Cognito Form uses standard HTML markup to express hierarchical relationships
502.3.8 Text	Supports	A Cognito Form uses standard form controls for maximum compatibility with assistive technologies.
502.3.9 Modification of Text	Supports	A Cognito Form uses standard form controls for maximum compatibility with assistive technologies.
502.3.10 List of Actions	Supports	A Cognito Form uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.11 Actions on Objects	Supports	A Cognito Form uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.12 Focus Cursor	Supports	A Cognito Form uses standard browser focus indicators to indicate the current position of focus.
502.3.13 Modification of Focus Cursor	Supports	A Cognito Form uses standard HTML elements with standard cursor controls for user input.
502.3.14 Event Notification	Not Applicable	A Cognito Form does not include events

Criteria	Conformance Level	Remarks and Explanations
		outside of the user interacting with standard HTML form elements.
502.4 Platform Accessibility Features	Not Applicable	A Cognito Form is not considered platform software as defined by Section 508.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	A Cognito Form is a web page that respects user preferences from browser or OS settings.
503.3 Alternative User Interfaces	Does Not Support	A Cognito Form does not provide any alternative user interfaces that function as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	A Cognito Form does not support audio content.
503.4.2 Audio Description Controls	Not Applicable	A Cognito Form does not support audio content.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See [WCAG 2.0](#) section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Does Not Support	PDF files may be included in form confirmation pages. These files have not been tested against standards.

Criteria	Conformance Level	Remarks and Explanations
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: Support Documentation and Services

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

Legal Disclaimer (Company)

This document is for informational purposes only. The compliance self-assessments contained herein are based on the knowledge, experience, and best judgment of Cognito Forms. Cognito Forms makes no warranties, either expressed or implied, in this document and shall not be liable for any damages based upon the statements it contains.