



Zendesk Login & Signup Experience Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Zendesk Login & Signup Experience

Product Description: This audit covers screens related to login and sign up across all Zendesk products.

Date of Report: March 2023

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Notes: None

Evaluation Methods Used: Evaluation of the Zendesk Login & Signup workflows involved a combination of automated, manual, and functional testing. Level Access (Level) comprehensively tested a selection of pages representative of Zendesk Login & Signup (referred to as “in-scope features and flows”) using a testing methodology that is aligned with the Web Accessibility Conformance Evaluation Methodology 1.0. Assistive technology, including a screen reader (JAWS), screen magnification (ZoomText), and speech recognition (Dragon), was used along with exclusive use of the keyboard, browser zoom, manual inspection of code and review of Accessibility API output to determine support for the WCAG criteria. Level also functionally tested Zendesk Login & Signup using JAWS 2021, ZoomText 2021, and Dragon NaturallySpeaking 15.

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)
Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/	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 2.1 Report

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Web: Supports	The product ensures that non-text content presented to the user has a text alternative that serves the equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Supports	The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Web: Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Supports	The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.
1.3.1 Info and Relationships (Level A)	Web: Supports	The product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or are available in text.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Web: Supports	The product consistently allows for a correct reading order to be programmatically determined for content whose meaning is affected by the sequence in which it is presented.
1.3.3 Sensory Characteristics (Level A)	Web: Supports	The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A)	Web: Supports	The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.
1.4.2 Audio Control (Level A)	Web: Supports	The product does not contain media with audio that plays automatically.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Web: Partially Supports	In most cases, the product ensures that interactive content and functionality are accessible and operable using a keyboard or keyboard emulator. Exceptions include: <ul style="list-style-type: none"> On multiple modal dialogs, where form submission results in an error, focus is unnecessarily moved to the inactive error message.
2.1.2 No Keyboard Trap (Level A)	Web: Supports	The product allows focus to be moved both to and away from components using only a keyboard, and advises users of any non-standard keyboard methods needed to move away from focused elements.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web: Supports	The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Web: Supports	The product does not contain time-limited or time-dependent content.
2.2.2 Pause, Stop, Hide (Level A)	Web: Supports	The product does not contain content that moves, blinks, scrolls, or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports	The product does not contain flashing content.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)	Web: Supports	Screens of the product do not contain repeated blocks of content.
2.4.2 Page Titled (Level A)	Web: Partially Supports	In most cases, the product provides page titles that adequately describe their topic or purpose. Exceptions include: <ul style="list-style-type: none"> • The Welcome and Forgot Password emails sent by the system do not contain titles.
2.4.3 Focus Order (Level A)	Web: Supports	The product ensures that each screen can be navigated sequentially with a focus order that matches the logical reading order.
2.4.4 Link Purpose (In Context) (Level A)	Web: Supports	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.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports	The product does not require multi-point or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	The product does not contain functionality that operates using a single pointer event.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only)	Web: Supports	The product ensures that when interface components have labels that include text, the accessible name contains the same text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 only)	Web: Supports	The product does not contain functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Web: Partially Supports	In most cases, the product programmatically indicates the default human language used. Exceptions include: <ul style="list-style-type: none"> • The Welcome and Forgot Password emails sent by the system do not identify the language used.
3.2.1 On Focus (Level A)	Web: Supports	The product does not contain components that initiate a change of context when the component receives focus.
3.2.2 On Input (Level A)	Web: Supports	The product does not contain components that initiate a change of context immediately upon change of setting.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A)	Web: Supports	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.
3.3.2 Labels or Instructions (Level A)	Web: Partially Supports	In some cases, where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include: <ul style="list-style-type: none"> • The Signup form fields use asterisks to indicate they are required but do not provide text explaining this.
4.1.1 Parsing (Level A)	Web: Supports	Elements in the product are compliant with the relevant markup language specifications, allowing assistive technologies to successfully parse and interpret the content.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Web: Partially Supports	<p>In most cases, the product contains user interface components whose name, role, state, and value can be programmatically determined, and whose state, properties, and value can be programmatically set. Exceptions include:</p> <ul style="list-style-type: none"> • Multiple modal dialogs contain frames that are missing frame titles. • Multiple modal dialogs are structured using unnecessary <fieldset> elements.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supports	The product does not contain any live synchronized media that requires captions.
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Supports	The product does not contain prerecorded video content that requires audio descriptions.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	The product does not restrict its view and operation to a single display orientation such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Web: Does Not Support	The purpose of input fields in the product that request information about the user, such as name or email, cannot be programmatically determined. Examples include: <ul style="list-style-type: none"> • Fields in the Sign In, Sign Up, and Forgot Password modal dialogs do not communicate their purpose, such as through an autocomplete attribute.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Web: Partially Supports	<p>In most cases, the product ensures that visual presentation of text or images of text in the product has a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include:</p> <ul style="list-style-type: none"> The footer of the Welcome and Forgot Password email contains text that is presented as gray against a white background, giving a contrast ratio of 2.3:1.
1.4.4 Resize text (Level AA)	Web: Supports	<p>The product allows text to be resized up to 200% without loss of content or functionality.</p>
1.4.5 Images of Text (Level AA)	Web: Supports	<p>The product does not contain images of text, except for logos.</p>
1.4.10 Reflow (Level AA 2.1 only)	Web: Supports	<p>Content in the product allows for resizing to a minimum width of 320 CSS pixels and vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.</p>

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Partially Supports	In most cases, the product ensures that visual presentation of user interface components and graphical objects have a contrast ratio of at least 3:1 against adjacent colors. Exceptions include: <ul style="list-style-type: none"> The Sign In modal contains multiple controls whose focus indicator presents as light blue against a white background, giving a contrast ratio of 1.7:1.
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Supports	The product supports user changes in text spacing or text style properties without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Supports	The product ensures that content triggered by hover or focus becomes and remains visible while triggered, and is dismissed when hover or focus is removed.
2.4.5 Multiple Ways (Level AA)	Web: Supports	Pages and modal dialogs in the product are accessed via a process flow and do not require multiple access methods.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Web: Supports	The product provides headings and labels that adequately describe the topic or purpose of the content with which they are associated.
2.4.7 Focus Visible (Level AA)	Web: Supports	The product provides visible focus indicators for user interface elements.
3.1.2 Language of Parts (Level AA)	Web: Supports	Pages and modal dialogs in the product are presented in a single language.
3.2.3 Consistent Navigation (Level AA)	Web: Supports	The product provides navigational mechanisms that are repeated in the same relative order across the product.
3.2.4 Consistent Identification (Level AA)	Web: Supports	The product ensures that components with the same functionality are consistently identified across the product.
3.3.3 Error Suggestion (Level AA)	Web: Supports	The product provides suggestions for error correction when user input does not comply with constraints on that input.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supports	The product does not cause legal commitments, process financial transactions, or modify or delete user-controllable data.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only)	Web: Supports	Status messages provided in the product can be programmatically determined without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

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