Accessibility conformance report for

https://www.loopia.no/

Last updated: 09/01/2026

This document has been provided by Accessiway to comply with the obligations of the European Accessibility Act until the relevant National Authority provides the official template. Every complex paragraph is introduced by an explanation in a simpler language.

Introduction

We want everyone, including people with disabilities, to use our service easily. This statement explains the steps we take to make it accessible, following laws and standards like the European Accessibility Act and WCAG.

Loopia AB is committed to accessibility and inclusivity. We want all our customers, including people with disabilities, to be able to use our service successfully.

This document explains the accessibility features of https://www.loopia.no/, how we meet the requirements of the European Accessibility Act , EN301549 standard, WCAG 2.2, ADA and Sec. 508, and what we are doing to maintain and improve accessibility. This statement covers only https://www.loopia.no/.

We regularly review this information as we enhance https://www.loopia.no/.

Powered by Accessiway

Overview

Service description

https://www.loopia.no/ is a B2C and B2B platform for domain registration, web hosting, and website creation tools, helping entrepreneurs, businesses and individuals establish their online presence easily and securely.

How to Use https://www.loopia.no/

(Accessibility & Operation)

We strive to make https://www.loopia.no/ simple to use for everyone. Here's an overview of how to navigate and operate our service when using assistive technologies or special configurations:

How to use https://www.loopia.no/

Users can search for and register domain names, compare and order web hosting packages, create websites using built-in tools like WordPress or Loopia Sitebuilder, log in and manage their services via Loopia's customer zone, and get help through extensive guides or personal support.

Accessibility of https://www.loopia.no/

Use the standard interaction methods with the operating system and assistive technologies.

Our service accessibility might be customized and enhanced by activating the correct options of our accessibility widget the moment you land on each screen. The widget can be reached via keyboard at the beginning of the page or if visible in overlay, in a fixed position close to a corner of the window, and has a "universal access" like icon:

- Usage without vision: three tabs (or turn on Screen reader compatibility).
- Usage with limited vision: use zoom, contrast and font manipulation functions.
- Usage without perception of colour: use highlighting functions (headers, links, clickables).
- Usage with limited manipulation or strength: simply navigate with a keyboard

Powered by Accessiway

emulator device or activate keyboard functionality.
- Minimize photosensitive seizure triggers: use turn off animations and specific colour combinations.

If correctly activating any of the functionalities might compromise the compatibility with your configuration or assistive technology, please contact us, and in the meantime, disable the widget by the appropriate button, to prevent misuse of our service.

If you need more explanation on using any part of https://www.loopia.no/, please contact our support for personalized assistance. We aim to provide any additional description or explanation necessary for you to operate the service smoothly.

Accessibility Compliance

(How We Meet Requirements)

We have assessed https://www.loopia.no/ against the European Accessibility Act's requirements (if needed also to its local application), ADA, WCAG 2.2, Section 508 and ensured it meets them.

We commit to ensuring that https://www.loopia.no/ is:

Perceivable

- No pre-recorded audios or videos are without alternatives
- No pre-recorded videos are without subtitles.
- No video that requires audio description is missing it.
- Content is presented in an order that reflects the logical and semantic structure, allowing assistive technologies to interpret it correctly.
- Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, colour, size, visual location, orientation, or sound.
- The content adapts correctly to the screen orientation, maintaining consistent display and functionality.
- Where present, the purpose of input fields that accept specific data is correctly communicated to assistive technologies and implemented in a compliant manner.
- Content is adaptable, allowing users to customise text size while maintaining a fully

Powered by Accessiway

usable interface.

- Information is presented using text, avoiding non-essential and non-customizable text images.
- Content that does not require a two-dimensional presentation reflows correctly when the user agent's display size changes.
- Changing text spacing (such as line height, paragraph spacing, or spacing between letters or words) does not result in loss of information or content.
- There are no cases where additional content activated by hover or focus disappears unexpectedly, cannot be closed without moving the pointer or focus, or does not remain visible.

Operable

- All functionalities are available via keyboard (or assistive technology that mimics keyboard input). This includes menus, links, forms, sliders, and interactive controls.
- No keyboard traps are present (it is possible to navigate freely into and out of all components).
- There is no interference with shortcut keys made up of single letters, numbers, or symbols.
- No time limits are imposed by the content or, if present, they are user-controllable, adjustable, extendable, or justified by functional or legal requirements.
- No flashing or blinking content is used at levels that could trigger seizures, remaining within safety limits.
- The screens in the service flow have titles that describe their subject or purpose.
- There are several ways to identify content within the environment.
- Elements that can receive keyboard navigation focus are always at least partially visible within the viewport.
- All features can be used without complex gestures.
- The features do not start immediately when touched, they can be canceled before completion, and you do not need to hold down to make them work.
- For user interface components with labels that include text or text images, the name read by assistive technologies includes the visually presented text.
- All features can be used without relying solely on the movement of the device or the user.
- All features can be used without dragging movements
- The target size of interactive elements is sufficiently large to ensure easy interaction for users.

Powered by Accessiway

Understandable

- The language of each page is properly defined and used consistently throughout the service
- All language parts of text that require it, can be determined programmatically.
- User interface components, when receiving keyboard navigation focus, do not trigger unexpected context changes that may disorient users.
- User interface components, when activated by the user via keyboard or assistive technologies, do not trigger unexpected context changes that may disorient users.
- Available navigation mechanisms are positioned consistently throughout the entire service flow
- Repeated elements of the interface are consistently addressed in order to facilitate their identification
- The mechanisms for requesting support or assistance are consistent across the environment.
- When an input error is identified and suggestions for correction are known, those suggestions are provided to the user, unless prohibited by regulation
- Systems are in place to prevent errors, such as confirmation, cancellation, or reversal of the most sensitive actions.
- Where possible, requesting the same data multiple times is avoided.
- When present, complex authentication systems have accessible alternatives.
- We write content in clear, simple language.

Robust

- Standard development technologies that can be interpreted by assistive technologies are used

We tested https://www.loopia.no/ with the most common assistive technologies in a wide variety of OS-Browser configurations:

- Screen readers (such as NVDA and JAWS on Windows, VoiceOver on Mac and iOS) to confirm that all interactive elements are announced correctly and can be operated.
- We also test with screen magnification and high contrast modes.

Powered by Accessiway

We aim for compatibility with current versions of major assistive tools. Our code follows the best practices outlined in WCAG 2.2 and EN 301 549 for robust implementation, meaning it should remain accessible even as technology evolves.

Standards: based on the above, we apply WCAG 2.2 AA (latest) and EN 301 549 criteria to ensure accessibility. Meeting these standards creates a presumption of conformity with the EAA's requirements, ADA and other regulations based on the same technical standards.

Powered by Accessiway

Ongoing Monitoring and Maintenance

Accessibility is not a one-time effort for us – it's an ongoing process. Here's how we ensure https://www.loopia.no/ stays accessible over time:

- With the support of AccessiWay, we carried out an external, expert-led manual audit on 01/09/2025 to verify our accessibility compliance. We maintain a cycle of continuous testing and improvement, with recurring support in place to ensure that comprehensive audits — including manual testing by professionals using assistive technologies — are conducted at least once a year.
- We use automated testing tools integrated into our development process to quickly identify common accessibility issues (such as missing alt text or form labeling). Every code update goes through these checks.

Feedback and Contact Information

We welcome your feedback to make https://www.loopia.no/ better. If you face any issues or have suggestions, contact us by email, phone, or mail. Share details about the problem so we can help.

We value the input of our users, especially if something isn't working for you. If you have any difficulty accessing any part of https://www.loopia.no/, discover an accessibility issue, or have suggestions for improvement, please let us know.

Email: *marknad@loopia.no*

Phone: *021-12 82 22*

Company address: *Loopia AB, Kopparbergsvägen 8, 722 13 Västerås, Sweden*

When you contact us, please provide as many details as possible about the issue (which page or feature, what happened, and which assistive technology you are using, if applicable). We will try to acknowledge your feedback within 15 business days and will do our best to resolve the issue promptly or inform you of our progress.

Enforcement: In the event you feel we have not addressed your accessibility concerns adequately, you have the right to escalate your complaint. We sincerely hope to resolve any issue together with you before it reaches that stage, but this avenue is available.

Document History: This document was last reviewed and updated on 09/01/2026. We plan to review it at least annually, or whenever significant changes to the service occur.

Powered by Accessiway

EN301549 technical report

Powered by Accessiway

Powered by Accessiway

Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and explanations
5.1 Closed functionality	*Heading cell no response required*	*Heading cell no response required*
5.1.2 General	*Heading cell no response required*	*Heading cell no response required*
5.1.2.1 Closed functionality	*See 5.2 through 13*	*See information in 5.2 through 13*
5.1.2.2 Assistive technology	*See 5.1.3 through 5.1.6*	*See information in 5.1.3 through 5.1.6*
5.1.3 Non-visual access	*Heading cell no response required*	*Heading cell no response required*
5.1.3.1 Audio output of visual information	Not Applicable	
5.1.3.2 Auditory output delivery including speech	Not Applicable	
5.1.3.3 Auditory output correlation	Not Applicable	
5.1.3.4 Speech output user control	Not Applicable	
5.1.3.5 Speech output automatic interruption	Not Applicable	
5.1.3.6 Speech output for non-text content	Not Applicable	
5.1.3.7 Speech output for video information	Not Applicable	
5.1.3.8 Masked entry	Not Applicable	
5.1.3.9 Private access to personal data	Not Applicable	
5.1.3.10 Non-interfering audio output	Not Applicable	
5.1.3.11 Private listening volume	Not Applicable	
5.1.3.12 Speaker volume	Not Applicable	

Powered by Accessiway

Criteria	Conformance Level	Remarks and explanations
5.1.3.13 Volume reset	Not Applicable	
5.1.3.14 Spoken languages	Not Applicable	
5.1.3.15 Non-visual error identification	Not Applicable	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	
5.1.4 Functionality closed to text enlargement	Not Applicable	
5.1.5 Visual output for auditory information	Not Applicable	
5.1.6 Operation without keyboard interface	*Heading cell no response required*	*Heading cell no response required*
5.1.6.1 Closed functionality	*See 5.1.3.1 through 5.1.3.16*	*See information in 5.1.3.1 through 5.1.3.16*
5.1.6.2 Input focus	Not Applicable	
5.1.7 Access without speech	Not Applicable	
5.2 Activation of accessibility features	Not Applicable	
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Not Applicable	
5.5 Operable parts	*Heading cell no response required*	*Heading cell no response required*
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
5.6 Locking or toggle controls	*Heading cell no response required*	*Heading cell no response required*
5.6.1 Tactile or auditory status	Not Applicable	
5.6.2 Visual status	Not Applicable	
5.7 Key repeat	Not Applicable	

Powered by Accessiway

Criteria	Conformance Level	Remarks and explanations
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

Powered by Accessiway

Powered by Accessiway

Chapter 6: ICT with Two-Way Voice Communication

Criteria	Conformance Level	Remarks and explanations
6.1 Audio bandwidth for speech	*Not Applicable*	
6.2 Real-time text (RTT) functionality	*Heading cell no response required*	*Heading cell no response required*
6.2.1.1 RTT communication	Not Applicable	
6.2.1.2 Concurrent voice and text	Not Applicable	
6.2.2.1 Visually distinguishable display		
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	
6.2.2.3 Speaker identification	Not Applicable	
6.2.2.4 Visual indicator of Audio with RTT	Not Applicable	
6.2.3 Interoperability	Not Applicable	
6.2.4 RTT responsiveness	Not Applicable	
6.3 Caller ID	Not Applicable	
6.4 Alternatives to voice-based services	Not Applicable	
6.5 Video communication	*Heading cell no response required*	*Heading cell no response required*
6.5.1 General (informative)	*Heading cell no response required*	*Heading cell no response required*
6.5.2 Resolution	Not Applicable	
6.5.3 Frame rate	Not Applicable	
6.5.4 Synchronization between audio and video	Not Applicable	
6.5.5 Visual indicator of audio with video	Not Applicable	

Powered by Accessiway

Criteria	Conformance Level	Remarks and explanations
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	
6.6 Alternatives to video-based services (advisory only)	*Advisory no response required*	*Advisory no response required*

Powered by Accessiway

Powered by Accessiway

Chapter 7: ICT with Video Capabilities

Criteria	Conformance Level	Remarks and explanations
7.1 Caption processing technology	*Heading cell no response required*	*Heading cell no response required*
7.1.1 Captioning playback	Not Applicable	
7.1.2 Captioning synchronization	Not Applicable	
7.1.3 Preservation of captioning	Not Applicable	
7.1.4 Captions characteristics	Not Applicable	
7.1.5 Spoken subtitles	Not Applicable	
7.2 Audio description technology	*Heading cell no response required*	*Heading cell no response required*
7.2.1 Audio description playback	Not Applicable	
7.2.2 Audio description synchronization	Not Applicable	
7.2.3 Preservation of audio description	Not Applicable	
7.3 User controls for captions and audio description	Not Applicable	

Powered by Accessiway

Powered by Accessiway

Chapter 8: Hardware

Criteria	Conformance Level	Remarks and explanations
8.1.1 Generic requirements	*Heading cell no response required*	*Heading cell no response required*
8.1.2 Standard connections	Not Applicable	
8.1.3 Colour	Not Applicable	
8.2 Hardware products with speech output	*Heading cell no response required*	*Heading cell no response required*
8.2.1.1 Speech volume range	Not Applicable	
8.2.1.2 Incremental volume control	Not Applicable	
8.2.2.1 Fixed-line devices	Not Applicable	
8.2.2.2 Wireless communication devices	Not Applicable	
8.3 Stationary ICT	*Heading cell no response required*	*Heading cell no response required*
8.3.2.1 Unobstructed high forward reach	Not Applicable	
8.3.2.2 Unobstructed low forward reach	Not Applicable	
8.3.2.3.1 Clear space	Not Applicable	
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	
8.3.2.4 Knee and toe clearance width	Not Applicable	
8.3.2.5 Toe clearance	Not Applicable	
8.3.2.6 Knee clearance	Not Applicable	
8.3.3.1 Unobstructed high side reach	Not Applicable	

Powered by Accessiway

Criteria	Conformance Level	Remarks and explanations
8.3.3.2 Unobstructed low side reach	Not Applicable	
8.3.3.3.1 Obstructed (≤ 255 mm) side reach	Not Applicable	
8.3.3.3.2 Obstructed (≤ 610 mm) side reach	Not Applicable	
8.3.4.1 Change in level	Not Applicable	
8.3.4.2 Clear floor or ground space	Not Applicable	
8.3.4.3.2 Forward approach	Not Applicable	
8.3.4.3.3 Parallel approach	Not Applicable	
8.3.5 Visibility	Not Applicable	
8.3.6 Installation instructions	Not Applicable	
8.4 Mechanically Operable parts	*Heading cell no response required*	*Heading cell no response required*
8.4.1 Numeric keys	Not Applicable	
8.4.2.1 Means of operation of mechanical parts	Not Applicable	
8.4.2.2 Force of operation of mechanical parts	Not Applicable	
8.4.3 Keys, tickets and fare cards	Not Applicable	
8.5 Tactile indication of speech mode	Not Applicable	

Powered by Accessiway

Powered by Accessiway

Chapter 9: Web (applies also to 10, 11 and 12)

Corresponding to WCAG 2.2 Level A

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content	Partially supports	Not all 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)	Supports	
1.2.2 Captions (Prerecorded)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded)	Partially supports	For some pre-recorded multimedia, an alternative or audio description is not provided;
1.3.1 Info and Relationships	Partially supports	In some cases, information, structure or correlations conveyed by the presentation of pages cannot be determined programmatically (or are not available through text);
1.3.2 Meaningful Sequence	Supports	
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Supports	
1.4.2 Audio Control	Supports	
2.1.1 Keyboard	Supports	

Powered by Accessiway

2.1.2 No Keyboard Trap	Supports	
2.1.4 Character Key Shortcuts	Supports	
2.2.1 Timing Adjustable	Supports	
2.2.2 Pause, Stop, Hide	Partially supports	Some animations, flashing, sliding or self-updates of information started automatically, with a duration of more than five seconds or presented in parallel with other content, there are no mechanisms to stop or hide them;
2.3.1 Three Flashes or Below Threshold	Supports	
2.4.1 Bypass Blocks	Partially supports	There is no mechanism to skip content blocks that repeat on multiple web pages;
2.4.2 Page Titled	Supports	
2.4.3 Focus Order	Partially supports	In some web pages that can be browsed sequentially and in which the navigation sequence affects their meaning and functioning, some objects that may receive the focus do not receive it with an order that preserves the meaning and operation of it;
2.4.4 Link Purpose (In Context)	Partially supports	The purpose of certain links cannot be determined by the

Powered by Accessiway

		link text or by the link text together with adjacent content;
2.5.1 Pointer Gestures	Supports	
2.5.2 Pointer Cancellation	Supports	
2.5.3 Label in Name	Supports	
2.5.4 Motion Actuation	Supports	
3.1.1 Language of Page	Supports	
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	
3.2.6 Consistent Help	Supports	
3.3.1 Error Identification	Partially supports	In some cases, when an input error is automatically detected, the erroneous item is not identified and/or the error is not described by text;
3.3.2 Labels or Instructions	Partially supports	In some cases no labels or instructions are provided when the content requires input actions by the user;
3.3.7 Redundant Entry	Supports	
4.1.1 Parsing	Supports	
4.1.2 Name, Role, Value	Partially supports	In some cases, user interface components (including: module elements, script-generated links and components), name, role, state, property and values

Powered by Accessiway

		are incorrect or set, or the user a.t are not warned when these attributes change;

Corresponding to WCAG 2.2 Level AA

Criteria	Conformance level	Remarks and explanations
1.2.5 Audio Description (Prerecorded)	Supports	
1.3.4 Orientation	Supports	
1.3.5 Identify Input Purpose	Supports	
1.4.3 Contrast (Minimum)	Partially supports	Where not allowed, visual representation of text and images containing text does not always have the minimum contrast ratio required ***;
1.4.4 Resize text	Supports	
1.4.5 Images of Text	Supports	
1.4.10 Reflow	Supports	
1.4.11 Non-text Contrast	Partially supports	For some essential components, even in different states, the color contrast compared to adjacent elements does not exceed the ratio of 3:1;

Powered by Accessiway

1.4.12 Text Spacing	Supports	
1.4.13 Content on Hover or Focus	Supports	
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Partially supports	Headers and/or labels do not sufficiently clarify content or functionality;
2.4.7 Focus Visible	Partially supports	On some interactive elements the focus indicator is not visible;
2.4.11 Focus Not Obscured (Minimum)	Supports	
2.5.7 Dragging Movements	Supports	
2.5.8 Target Size (Minimum)	Supports	
3.1.2 Language of Parts	Supports	
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Supports	
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	
3.3.8 Accessible Authentication (Minimum)	Supports	
4.1.3 Status Messages	Partially supports	In some cases state messages are not presented to the user so that a.t. interpret them without having to move the focus;

Powered by Accessiway

Chapter 10: Non-Web Documents

Criteria	Conformance Level	Remarks and explanations
10.0 General (informative)	*Heading cell no response required*	*Heading cell no response required*
10.1.1.1 through 10.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

Powered by Accessiway

Chapter 11: Software

Criteria	Conformance Level	Remarks and explanations
11.0 General (informative)	*Heading cell no response required*	*Heading cell no response required*
11.1.1.1 through 11.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
11.5 Interoperability with assistive technology	*Heading cell no response required*	*Heading cell no response required*
11.5.1 Closed functionality	*Heading cell no response required*	*Heading cell no response required*
11.5.2 Accessibility services	*Heading cell no response required*	*Heading cell no response required*
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	
11.5.2.5 Object information	Not Applicable	
1.5.2.6 Row, column, and headers	Not Applicable	
11.5.2.7 Values	Not Applicable	
11.5.2.8 Label relationships	Not Applicable	
11.5.2.9 Parent-child relationships	Not Applicable	
11.5.2.10 Text	Not Applicable	
11.5.2.11 List of available actions	Not Applicable	
11.5.2.12 Execution of available actions	Not Applicable	

Powered by Accessiway

Criteria	Conformance Level	Remarks and explanations
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	
11.5.2.14 Modification of focus and selection attributes	Not Applicable	
11.5.2.15 Change notification	Not Applicable	
11.5.2.16 Modifications of states and properties	Not Applicable	
11.5.2.17 Modifications of values and text	Not Applicable	
11.6 Documented accessibility usage	*Heading cell no response required*	*Heading cell no response required*
11.6.1 User control of accessibility features	Not Applicable	
11.6.2 No disruption of accessibility features	Not Applicable	
11.7 User preferences	Not Applicable	
11.8 Authoring tools	*Heading cell no response required*	*Heading cell no response required*
11.8.1 Content technology	*Heading cell no response required*	*Heading cell no response required*
11.8.2 Accessible content creation	See WCAG 2.2 section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.2 section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	
11.8.5 Templates	Not Applicable	

Powered by Accessiway

Powered by Accessiway

Chapter 12: Documentation and Support Services

Criteria	Conformance Level	Remarks and explanations
12.1 Product documentation	*Heading cell no response required*	*Heading cell no response required*
12.1.1 Accessibility and compatibility features	Not Applicable	
12.1.2 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.2 section
12.2 Support Services	*Heading cell no response required*	*Heading cell no response required*
12.2.2 Information on accessibility and compatibility features	Not Applicable	
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.2 section

Powered by Accessiway

Powered by Accessiway

Chapter 13: ICT Providing Relay or Emergency Service Access

Criteria	Conformance Level	Remarks and explanations
13.1 Relay services requirements	*Heading cell no response required*	*Heading cell no response required*
13.1.2 Text relay services	Not Applicable	
13.1.3 Sign relay services	Not Applicable	
13.1.4 Lip-reading relay services	Not Applicable	
13.1.5 Captioned telephony services	Not Applicable	
13.1.6 Speech to speech relay services	Not Applicable	
13.2 Access to relay services	Not Applicable	
13.3 Access to emergency services	Not Applicable	

Powered by Accessiway

Powered by Accessiway

Web accessibility

Disability is defined as: any activity limitation or participation restriction in society, experienced by a person as a result of a substantial, lasting or definitive alteration of one or more physical, sensory, mental, cognitive, or psychic functions, a multiple disability, or a disabling health condition.

Web accessibility consists of making online public communication services accessible to people with disabilities, and is based on four fundamental principles:

Perceivable: Information and user interface components must be presented to the user in such a way that they can perceive them. For example, providing textual equivalents for all non-textual content that can then be presented in other forms according to the user's needs: large characters, braille, speech synthesis, symbols or simplified language.

Operable: User interface and navigation components must be operable. For example, making all functionality available via keyboard.

Understandable: Information and the use of the user interface must be understandable. Textual content must be made readable and navigation must be consistent.

Robust: Content must be sufficiently robust to be reliably interpreted by a wide variety of user agents, including assistive technologies.

Test environments

Operating systems

- Apple Mac Os X (last version)
- Microsoft Windows (last version)
- Apple Ios (last version)
- Google Android (last version)

We have not used Linux as it is currently very uncommon among users with disabilities.

Browsers and user software

Powered by Accessiway

In the latest versions available on the different operating systems:

- Google Chrome
- Windows Edge
- Safari
- Adobe Acrobat Reader / Preview on Mac (for PDFs only)

Screen readers and assistive technologies

In order to achieve the most standard evaluation we test everything with assistive technologies default configuration.

In order to make the most realistic evaluation we also test:

- Graphic adaptations present on the different systems (colors, contrasts, subtitles, etc.)
- Mouse emulations, magnifiers and screen keyboards or keyboard improved settings always of the different systems
- Voiceover - Apple systems only
- Talkback - Android only
- NVDA (last version) and Freedom scientific Jaws (second-to-last version) - PC systems only

Methodology

Objective manual and semi-automatic verification methodology

We analyze content with different automatic and semiautomatic systems and compare the results between tools to obtain the most complete and objective verification. The reference standard, unless specifically requested, that we use is always the latest (WCAG 2.2) so that we can ensure compliance in all countries from which the touchpoint (site, app, etc.) can be accessed.

Our verification is therefore compliant with WCAG 2.2 level AA, and the requirements in UNI EN 301549 Guidelines or their declination in the French RGAAs. Each tool produces results that are then analyzed by our experts: it is, therefore, possible that not all tool results appear because they are judged to be false negatives.

Powered by Accessiway

Automated tools for syntax checking

- **W3C Markup Validation Service :** used with generated code, because it is the official tool for checking HTML, XHTML,MathHTML, etc.
- **W3C CSS Validation service :** although the correctness of the CSS does not affect accessibility, it could affect some aspects that still have an impact on it if not correctly interpreted because it is incorrect. The verification is therefore appropriate and done with W3C CSS Validation Service
- **PAC PDF checker**

Automatic and semi-automatic tools for color verification

- **Color Contrast Analyser (CCA) :** used punctually on dubious contrasts.
- **WCAG Color contrast checker :** used as the first check to verify the contrasts of the colors used in the CSS of the pages.
- **Text on background image a11y check :** used to check when text should overlap images.
- **Color contrast accessibility evaluator :** used as an additional control for some online pages.

Powered by Accessiway

Automatic and semi-automatic tools for checking accessibility

Some online validators used as samples on the pages:

- Accescan
- Wave

And other local tools:

- **Web developer toolbar**: Used to support manual verification. It allowed us to locate images without alt texts, fields without labels, etc.
- **AXE e Lighthouse for Chrome**: they have provided us with precise indications on the defects of the accessibility of the HTML code but also on WAI ARIA attributes, fundamental in the case of web applications and interactive components.

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 only be used in WCAG Level AAA criteria.

Powered by Accessiway