

Calendly Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Calendly

Report Date: 9-21-2022

Product Description: Calendly is your hub for scheduling meetings professionally and efficiently, eliminating the hassle of back-and-forth emails so you can get back to work. Already recognized as the intuitive scheduling leader for more than 50,000 companies and 10 million people around the world, Calendly now offers extended capabilities for teams with powerful collaboration functionality, robust administration controls, and enterprise-grade security and compliance.

Contact Information: 800-979-9850

Notes:

Calendly remains committed to accessibility and usability. Calendly takes our accessibility standards seriously and usability. We are continuing to remedy and correct outstanding issues while simultaneously ensuring new features are in compliance with WCAG standards. Our Product and Engineering teams are incorporating Accessibility by Design practices, training, and accessibility best practices into our software development lifecycle as we develop new products. To that end, we will continuously request several versions of a VPAT throughout the year that will be published to the Calendly website as they become available.

This report was created upon completion of an accessibility evaluation performed between November 2021 and December 2021 and was limited only to evaluation of specific accessibility issues that were already reported and validated between Jan 2022 and September 2022.

The following table defines the Scope of this VPAT:

Serial Number	Page/Screen Name	URL
1	Sign Up Modal	https://alpha-qa.calendly.com

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

2	Sign Up Page	https://alpha-ga.calendly.com/app/signup
3	Login Page	https://alpha-ga.calendly.com/app/login
4	Intro - Settings	https://alpha-ga.calendly.com/app/intro/settings
5	Intro - Calendar	https://alpha-ga.calendly.com/app/intro/calendar
6	Intro - Availability	https://alpha-ga.calendly.com/app/intro/availability
7	Intro - Role	https://alpha-ga.calendly.com/app/intro/role
8	Home/Event Types	https://alpha-ga.calendly.com/event_types/user/me
9	Home/Scheduled Events	https://alpha-ga.calendly.com/app/scheduled_events/user/me
10	Home/Workflows	https://alpha-ga.calendly.com/app/workflows/user/me
11	Create New Event Type	https://alpha-ga.calendly.com/event_types/new?return_to=%2Fevent_types%2Fuser%2Fme
12	Add Event Type Page 1	https://alpha-ga.calendly.com/event_types/new/group?return_to=%2Fevent_types%2Fuser%2Fme
13	Add Event Type Page 2	https://alpha-ga.calendly.com/event_types/84/edit
14	Add Event Type - Event Details	https://alpha-ga.calendly.com/event_types/125/edit
15	Getting Started (help)	https://alpha-ga.calendly.com/event_types/user/me
16	Help Article Detail	https://help.calendly.com/hc/en-us/articles/360043820134-Setting-up-your-first-event
17	Invite Users	https://alpha-ga.calendly.com/app/organization/invitations/new
18	Account Settings - Profile	https://alpha-ga.calendly.com/account/settings/profile
19	Account Settings - Branding	https://alpha-ga.calendly.com/account/settings/branding
20	Account Settings - My Link	https://alpha-ga.calendly.com/account/settings/link
21	Account Settings - Login	https://alpha-ga.calendly.com/account/settings/login

22	Create One Off Meeting	https://alpha-ga.calendly.com/event_types/user/me
23	Create Workflow	https://alpha-ga.calendly.com/app/workflows/user/me
24	Create Workflow Details	https://alpha-ga.calendly.com/app/workflows/users/me/workflows/new?templateId=1
25	Upgrade/Billing	https://alpha-ga.calendly.com/app/billing
26	Upgrade/Billing - Choose Subscription Modal	https://alpha-ga.calendly.com/app/billing
27	Upgrade/Billing - Payment Modal	https://alpha-ga.calendly.com/app/billing
28	Booking Page	https://alpha-ga.calendly.com/ramesh-kodati/deque-test-3?month=2021-11
29	Booking - Enter Details	https://alpha-ga.calendly.com/lalitha-seethagari/30min?month=2021-11&date=2021-11-30
30	Booking - Confirmed	https://alpha-ga.calendly.com/lalitha-seethagari/30min/invitees/27c30891-885e-49a0-9b73-4258b9f5f84f
31	Set Availability Screen - List View	https://alpha-ga.calendly.com/app/availability/schedules
32	Set Availability Screen - Calendar View	https://alpha-ga.calendly.com/app/availability/schedules
33	Integrations	https://alpha-ga.calendly.com/integrations

Evaluation Methods Used:

A combination of automated and manual testing techniques were employed for the accessibility assessment

- Manual Assessment was performed using Chrome on Windows 10 and included exclusive use of the keyboard
- Automated tools used included aXe core
- Assistive technologies employed included Latest NVDA.

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 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, the criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.</p> <ul style="list-style-type: none"> ● Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.) ● Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.) ● Text: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. ● Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. ● CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. ● Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology. 	<p>Partially Supports</p>	<p>Most of the images have text alternative that serves the equivalent purpose.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> ● Images must have alternate text in the “Intro – Availability”, “Intro – Calendar”, “Intro – Role”, “Intro – Settings”, and “Home/Scheduled Events” pages. ● Images must have alternate text for the following pages, the issues are cause by 3rd party code: “Add Event Type Page 1”, “Add Event Type Page 2”, “Upgrade/Billing”, “Create Workflow Details”, “Create New Event Type”, “Feedback”, “Home/Event Types”, “Set Availability Screen - List View”, and “Upgrade/Billing - Payment Modal” pages. ● Text alternate does not serve same purpose/info as image in the “Header - Help Center”, “Help Article Detail” pages and the issues are cause by 3rd party code. ● Decorative image missing empty alt attribute in the “Add Event Type Page 1” page. ● Decorative image has non-empty alt attribute in the “Create New Event Type” page.

<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <ul style="list-style-type: none"> ● Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. ● Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. 	Supports	The product does not contain prerecorded synchronized media.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Supports	The product does not contain prerecorded synchronized media.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Supports	The product does not contain prerecorded synchronized media.
<p><u>1.3.1 Info and Relationships</u> (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Partially Supports	Most visual structure and relationship information are provided through object information or are available in text. Exceptions include: <ul style="list-style-type: none"> ● Visible label/form field are not associated in the “Create Workflow Details”, “Add Event Type Page 1”, “Account Settings – Profile”, and “Create One Off Meeting” pages. ● More than one table element used to create a single table in the “Create One Off Meeting” page and this issue is caused by 3rd party code. ● Data table has missing or incomplete header cell markup in the “Create One Off Meeting” page and this issue is caused by 3rd party code.

		<ul style="list-style-type: none">● Group of checkboxes is missing group label association in the “Set Availability Screen - List View”, and “Intro – Availability” pages.● Group of form controls not associated with group label in the “Set Availability Screen - Calendar View”, “Set Availability Screen - List View”, and “Intro – Availability” pages.● Group of radio buttons is missing group label association in the “Intro – Role”, and “Create Workflow” pages.● Non-decorative content is inserted using CSS pseudo-elements in the “Help Article Detail”, “Home/Event Types”, “Add Event Type Page 2”, “Add Event Type Page 1”, “Set Availability Screen - List View”, “Home/Scheduled Events”, “Set Availability Screen - Calendar View”, “Invite Users”, and “Booking Page” pages.● Role="presentation" is used incorrectly in the “Upgrade/Billing - Payment Modal” page.● Group of navigation links missing semantics in the “Header - Help Center” page and this issue is caused by 3rd party code.● Non-decorative content is inserted using CSS pseudo-elements in the “Getting Started (help)” page and this issue is caused by 3rd party code.● Visual list is not marked up as list in the “Upgrade/Billing - Choose Subscription Modal”, and “Booking Page” pages.● Visual list is not marked up as a list in the “Getting Started (help)” page and this issue is caused by 3rd party code.● Text should not be marked as a heading in the “Help Article Detail” page.● Visual heading text is not marked as heading in the “Intro – Settings” page.
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<p>1.3.2 Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Partially Supports	<p>Most of the content is presented in a meaningful sequence.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> • Able to browse outside the modal with screen reader in the “Getting Started (help)” page and this issue is caused by 3rd party code.
<p>1.3.3 Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound. <i>Note:</i> For requirements related to color, refer to Guideline 1.4.</p>	Partially Supports	<p>Most of the information /instructions from the product do not rely solely on sensory characteristics.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> • Instructions rely on ability to see in the “Create One Off Meeting”, and “Invite Users” pages. • Instructions rely on ability to see in the “Getting Started (help)” page and this issue is caused by 3rd party code.
<p>1.4.1 Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. <i>Note:</i> This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.</p>	Partially Supports	<p>Most of the product’s content and functionality do not convey information through color alone.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> • Link contrast is not at least 3:1 with surrounding text in the “Add Event Type Page 1”, and “Help Article Detail” pages.
<p>1.4.2 Audio Control (Level A) If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. <i>Note:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether or not it is used to meet other success criteria)</p>	Supports	The product does not include any auto-playing audio content on page load.

<p>must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p>		
<p>2.1.1 Keyboard (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p> <p><i>Note 1:</i> This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.</p> <p><i>Note 2:</i> This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p>	<p>Partially Supports</p>	<p>Most of the interactive elements are operable through a keyboard interface.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> ● Device-dependent event handlers are used in the “Account Settings – Branding” page. ● Inaccessible by keyboard and no conforming alternative in the “Intro – Availability” and “Add Event Type - Event Details” pages.
<p>2.1.2 No Keyboard Trap (Level A) If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p> <p><i>Note:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p>	<p>Supports</p>	<p>The pages audited for this VPAT did not contain any keyboard traps.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> ● Turn off: A mechanism is available to turn the shortcut off; ● Remap: A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt); ● Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus. 	<p>Supports</p>	<p>The pages audited for this VPAT did not contain any Character Key Shortcuts.</p>

<p>2.2.1 Timing Adjustable (Level A)</p> <p>For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. 	<p>Partially Supports</p>	<p>Most of the content with time limit in the product is adjustable.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> • Content visually appears and disappears with no ability to adjust timing in the "Set Availability Screen - Calendar View", "Account Settings – Branding", and "Account Settings – Profile" pages.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. <p><i>Note 1:</i> For requirements related to flickering or flashing content, refer to Guideline 2.3.</p> <p><i>Note 2:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not)</p>	<p>Supports</p>	<p>Across the site for moving, blinking, scrolling, or auto-updating information met the requirements.</p>

<p>must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p> <p><i>Note 3:</i> Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.</p> <p><i>Note 4:</i> An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.</p>		
<p>2.3.1 Three Flashes or Below Threshold (Level A) Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p> <p><i>Note:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p>	Supports	Product does not contain any content that flashes.
<p>2.4.1 Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p>	Supports	
<p>2.4.2 Page Titled (Level A) Web pages have titles that describe topic or purpose.</p>	Partially Supports	All web pages have titles that describe topic or purpose. Exceptions include: <ul style="list-style-type: none"> • Page title does not identify purpose of pages in the “Create Workflow Details” page.
<p>2.4.3 Focus Order (Level A) If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	Partially Supports	Most of the content from the product receives focus in a meaningful order. Exceptions include: <ul style="list-style-type: none"> • Keyboard focus does not move to intended target in the “Create Workflow Details”, “Create

		<p>Workflow”, “Integrations”, and “Help Article Detail” pages.</p> <ul style="list-style-type: none"> ● Hidden elements receive focus in the “Create One Off Meeting” page. ● Keyboard focus is lost or misplaced due to user interaction or content update in the “Add Event Type Page 1” page. ● Keyboard focus is not maintained in modal in the “Create Workflow Details”, and “Create Workflow” pages. ● Keyboard focus is not maintained in modal in the “Getting Started (help)” page and this issue is caused by 3rd party code. ● Keyboard focus order is not logical in the “Upgrade/Billing - Payment Modal” page. ● Modal is closed, focus is not returned to triggering element in the “Set Availability Screen - List View”, “Set Availability Screen - Calendar View”, “Upgrade/Billing - Choose Subscription Modal” pages.
<p>2.4.4 Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.</p>	Supports	
<p>2.5.1 Pointer Gestures (Level A 2.1 only) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p>	Supports	
<p>2.5.2 Pointer Cancellation (Level A 2.1 only) For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> ● No Down-Event: The down-event of the pointer is not used to execute any part of the function; 	Supports	

<ul style="list-style-type: none"> ● Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; ● Up Reversal: The up-event reverses any outcome of the preceding down-event; ● Essential: Completing the function on the down-event is essential. 		
<p>2.5.3 Label in Name (Level A 2.1 only) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>	Partially Supports	<p>Across the site user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> ● Accessible name does not contain visible label in the “Booking Page” page.
<p>2.5.4 Motion Actuation (Level A 2.1 only) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> ● Supported Interface: The motion is used to operate functionality through an accessibility supported interface; ● Essential: The motion is essential for the function and doing so would invalidate the activity. 	Supports	The product does not include any content or functionality that is executed by motion based gestures or controls.
<p>3.1.1 Language of Page (Level A) The default human language of each Web page can be programmatically determined.</p>	Supports	Across the site language of each Web page is determined programmatically.
<p>3.2.1 On Focus (Level A) When any user interface component receives focus, it does not initiate a change of context.</p>	Supports	
<p>3.2.2 On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.</p>	Supports	
<p>3.3.1 Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>	Partially Supports	Most of the pages the input error is automatically detected, the item that is in error is identified and the error is described to the user in text.

		<p>Exceptions Include:</p> <ul style="list-style-type: none"> ● Form field with error not identified in the “Create One Off Meeting” page.
<p>3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.</p>	<p>Partially Supports</p>	<p>Most of the elements have Labels or instructions when content requires user input.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> ● Label is not persistent in the “Create One Off Meeting”, “Upgrade/Billing - Payment Modal”, “Sign Up Modal”, and “Set Availability Screen - List View” pages. ● Label is not persistent in the “Help Article Detail” in the page and this issue is caused by 3rd party code. ● Visible label missing in the “Add Event Type Page 1”, “Create Workflow”, “Create One Off Meeting”, “Sign Up Page”, “Set Availability Screen - Calendar View”, “Add Event Type Page 2”, “Login Page”, “Set Availability Screen - List View”, “Intro – Availability”, and “Booking Page” pages. ● Visible label missing in the “Help Article Detail” page and this issue is caused by 3rd party code. ● Visible group label missing in the “Add Event Type Page 1” and “Upgrade/Billing - Payment Modal” pages.
<p>4.1.1 Parsing (Level A) In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p>	<p>Partially Supports</p>	<p>Most of the content in the product implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique.</p>

<p><i>Note:</i> Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.</p>		<p>Exceptions Include:</p> <ul style="list-style-type: none"> ● id attribute value must be unique in the “Login Page”. ● IDs used in ARIA and labels must be unique in the “Header - Help Center” page.
<p>4.1.2 Name, Role, Value (Level A) For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.</p> <p><i>Note:</i> This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.</p>	<p>Partially Supports</p>	<p>Most of the user interface components provide programmatic name, role, and/or state information.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> ● Button is missing a role and a name in the “Integrations” page. ● Button is missing a role and a name in the “Create Workflow Details” page and the issue is caused by 3rd party code. ● Button is missing a role in the “Invite Users” page. ● Button pressed state is not conveyed in the “Booking Page” page. ● Button disabled state is not conveyed in the “Create One Off Meeting” page. ● Accordion (toggle) is missing appropriate roles and attributes in the “Add Event Type - Event Details” page. ● Expand/collapse state of the element is missing or incorrect in the “Sign Up Page”, “Home/Event Types”, and “Create One Off Meeting” pages. ● Links must have discernible text in the “Help Article Detail” page and the issue is caused by 3rd party code. ● Listbox is missing appropriate roles and/or attributes in the “Intro – Availability” page. ● Listbox is missing in the “Help Article Detail” page and the issue is caused by 3rd party code.

		<ul style="list-style-type: none"> Selected state of the element is missing or incorrect in the “Account Settings - My Link”, “Account Settings – Login”, “Add Event Type Page 2”, and “Account Settings – Profile” pages. Tooltip is missing appropriate role and attributes in the “Create One Off Meeting”, “Account Settings – Branding”, and “Account Settings – Profile” pages. Tooltip is missing appropriate role and attributes in the “Add Event Type - Event Details”, and “Set Availability Screen - Calendar View” pages and the issue is caused by 3rd party code. Tab widget is missing appropriate roles and/or attributes in the “Home/Event Types” and “Create One Off Meeting” pages.
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.</p>	Supports	The product does not contain prerecorded synchronized media.
<p>1.2.5 Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.</p>	Supports	The product does not contain prerecorded synchronized media.
<p>1.3.4 Orientation (Level AA 2.1 only) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p>	Supports	
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only) The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> The input field serves a purpose identified in the Input Purposes for User Interface Components section; and 	Supports	The purpose of each input field collecting personal information about the user can be programmatically determined.

<ul style="list-style-type: none"> The content is implemented using technologies with support for identifying the expected meaning for form input data. 		
<p>1.4.3 Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. Logotypes: Text that is part of a logo or brand name has no contrast requirement. 	Partially Supports	<p>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> Link or button text lacks 4.5:1 contrast ratio on hover or focus in the “Add Event Type Page 1”, “Account Settings – Profile”, “Booking Page”, “Add Event Type Page 2”, “Create New Event Type”, and “Account Settings – Branding”, “Set Availability Screen - List View”, “Booking - Enter Details”, and “Booking – Confirmed” pages. Text content lacks 4.5:1 contrast ratio in most of the pages across the product. Placeholder text lacks 4.5:1 contrast ratio in the “Sign Up Modal”, “Login Page”, “Sign Up Page”, “Home/Event Types”, “Login Page”, “Sign Up Page”, “Home/Scheduled Events”, “Intro – Settings”, “Help Article Detail”, and “Add Event Type Page 1” pages.
<p>1.4.4 Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	Partially Supports	<p>Content and user interface components in the product can be zoomed without loss of content or functionality.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> Content is lost at 200% zoom in the “Header”, “Sign Up Modal”, “Integrations”, “Account Settings – Login”, “Create Workflow Details”, “Create One Off Meeting”, “Integrations”, “Add Event Type Page 2”, “Upgrade/Billing - Choose Subscription Modal”, and “Help Article Detail” pages.

<p>1.4.5 Images of Text (Level AA)</p> <p>If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <ul style="list-style-type: none"> ● Customizable: The image of text can be visually customized to the user's requirements; ● Essential: A particular presentation of text is essential to the information being conveyed. <p><i>Note:</i> Logotypes (text that is part of a logo or brand name) are considered essential.</p>	Partially Supports	<p>Text is used to convey information rather than images of text.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> ● Image of text is used instead of real text in the “Feedback” page and the issue is caused by 3rd party code.
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> ● Vertical scrolling content at a width equivalent to 320 CSS pixels; ● Horizontal scrolling content at a height equivalent to 256 CSS pixels; <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p>	Partially Supports	<p>Most of the content in the product can be presented without loss of information or functionality, and without requiring scrolling.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> ● Content loss at 320px width in the “Create Workflow Details” page. ● Content overlaps other content at 320px width in the “Home/Workflows”, “Integrations”, “Home/Event Types”, and “Intro – Settings” pages. ● Horizontal scrolling at 320px width in the “Upgrade/Billing - Choose Subscription Modal” and “Header” pages.
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> ● User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; ● Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed. 	Partially Supports	<p>Most meaningful non-text content elements in the product (such as the focus indicator for most interactive elements and buttons) have sufficient contrast.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> ● Active user interface component lacks 3 to 1 contrast ratio in the “Create Workflow Details”, “Add Event Type Page 1”, “Home/Event Types”, “Home/Scheduled Events”, “Add Event Type - Event Details”, “Integrations”, “Upgrade/Billing - Payment Modal”, “Add Event Type Page 2”,

		<p>“Account Settings – Profile”, “Booking - Enter Details”, and “Invite Users” pages.</p> <ul style="list-style-type: none"> ● State of active component lacks 3 to 1 contrast ratio in the “Set Availability Screen - List View”, “Help Article Detail”, “Booking - Enter Details”, “Add Event Type Page 1”, “Booking Page”, “Account Settings – Branding”, “Create Workflow”, “Intro – Settings”, “Set Availability Screen - Calendar View”, “Home/Event Types”, “Add Event Type - Event Details”, and “Intro – Availability” pages. ● An icon lacks 3:1 contrast ratio in the “Account Settings – Branding” and “Add Event Type Page 1” pages. ● Graphical object lacks 3 to 1 contrast ratio in the “Home/Scheduled Events”, “Intro – Settings”, and “Integrations” pages.
<p>1.4.12 Text Spacing (Level AA 2.1 only) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> ● Line height (line spacing) to at least 1.5 times the font size; ● Spacing following paragraphs to at least 2 times the font size; ● Letter spacing (tracking) to at least 0.12 times the font size; ● Word spacing to at least 0.16 times the font size. <p>Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p>	<p>Supports</p>	
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> ● Dismissible: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; 	<p>Partially Supports</p>	<p>Most of the content where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden.</p> <p>Exceptions include:</p>

<ul style="list-style-type: none"> ● Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; ● Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. <p>Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p>		<ul style="list-style-type: none"> ● Hover content disappearing in the “Home/Event Types”, “Home/Scheduled Events”, and “Booking Page” pages.
<p>2.4.5 Multiple Ways (Level AA) More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.</p>	Supports	
<p>2.4.6 Headings and Labels (Level AA) Headings and labels describe topic or purpose.</p>	Partially Supports	<p>The headings and labels in the product are descriptive.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> ● Buttons have same name but different actions in “Add Event Type - Event Details”, “Account Settings – Profile”, “Add Event Type Page 1”, and “Account Settings – Branding” pages.
<p>2.4.7 Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Partially Supports	<p>A clear visual focus indicator is provided for the interactive elements when they receive keyboard focus.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> ● Focus indicator is missing in the “Account Settings – Branding” page. ● Focus indicator is not clearly visible in the “Upgrade/Billing - Choose Subscription Modal” page.
<p>3.1.2 Language of Parts (Level AA) The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	Partially Supports	<p>Across the site human language of each passage or phrase in the content is programmatically determined.</p> <p>Exceptions include:</p>

		<ul style="list-style-type: none"> Change in language is not marked in the “Help Article Detail” page and this issue is caused by 3rd party code.
<p>3.2.3 Consistent Navigation (Level AA) Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.</p>	Supports	
<p>3.2.4 Consistent Identification (Level AA) Components that have the same functionality within a set of Web pages are identified consistently.</p>	Supports	
<p>3.3.3 Error Suggestion (Level AA) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Supports	
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"> Reversible: Submissions are reversible. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. 	Supports	
<p>4.1.3 Status Messages (Level AA 2.1 only) In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.</p>	Partially Supports	<p>Most of the status messages are programmatically determined and exposed to screen reader users automatically.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> Status message not automatically announced in the “Booking - Enter Details”, “Account Settings – Login”, “Add Event Type Page 1”, “Sign Up Page”, “Sign Up Modal”, “Account Settings – Branding”, “Create One Off Meeting”, “Intro – Settings”, “Booking Page”, “Intro – Role”, “Set Availability

		<p>Screen - List View”, “Booking Page”, “Home/Scheduled Events”, “Upgrade/Billing - Payment Modal”, “Set Availability Screen - List View “, “Invite Users”, “Login Page”, “Home/Event Types”, “Set Availability Screen - Calendar View”, “Account Settings – Profile”, “Add Event Type - Event Details”, and “Account Settings - My Link” pages.</p>
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Table 3: Success Criteria, Level AAA

Notes: Not Applicable.

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