

# Adobe Accessibility Conformance Report

VPAT® Version 2.3 (Revised) – April 2019

## Product Information

- **Name of Product/Version:** Acrobat Sign
- **Product Description:**
- **Date:** January 23, 2020
- **Contact information:** [access@adobe.com](mailto:access@adobe.com)
- **Notes:** "Authored Content (PDF)" refers to documents converted by the product and exported.
- The information contained in this report applies to the product itself. Information about product help and support documentation is located at: <http://www.adobe.com/accessibility/compliance.html>.
- **Evaluation Methods Used:** Testing Acrobat Sign involved extensive use of leading assistive technology such as screen readers, and screen magnifiers, as well exclusive use of the keyboard. Native platform accessibility features were also used to assist with testing. These were supplemented with techniques such as manual inspection of Accessibility API output.

## Applicable Standards/Guidelines

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

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

[Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)

Yes

[EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](#)  
 , - V2.1.2 (2018-08)

Yes

## 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

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and 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](#).

### Guideline 1.1 Text Alternatives:

Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> </ul>	

- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

## Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Partially Supports**Authored Content (PDF):** Supports**Web:****Sign Experience:** All parts of the Sign Experience support this criterion.**Send Experience:** All parts of the Send Experience support this criterion.**Admin Experience:** The Admin Experience provides sufficient text alternatives for most instances of images and non-text content.

Exceptions include:

Some image buttons do not have text alternatives.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.**Guideline 1.2 Time-based Media:**

Provide alternatives for time-based media.

**Conformance Level****Remarks and Explanations****1.2.1 Audio-only and Video-only (Prerecorded)** (Level A)

Also applies to:

EN 301 549 Criteria

- 9.1.2.1 (Web)
- 10.1.2.1 (Non-web document)

- 11.1.2.1.1 (Open Functionality Software)
- 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

#### Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

#### **Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** The product does not contain prerecorded audio-only or video-only media.

**Authored Content (PDF):** Authored content does not contain prerecorded audio-only or video-only media.

#### [1.2.2 Captions \(Prerecorded\)](#) (Level A)

Also applies to:

EN 301 549 Criteria

- 9.1.2.2 (Web)
- 10.1.2.2 (Non-web document)
- 11.1.2.2 (Open Functionality Software)
- 11.1.2.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

#### Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

#### **Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Web:** The product does not contain any content that requires captions.

**Admin Experience:** Supports  
**Authored Content (PDF):** Supports

**Authored Content (PDF):** Authored content does not create any content that requires captions.

### [1.2.3 Audio Description or Media Alternative \(Prerecorded\)](#) (Level A)

Also applies to:

EN 301 549 Criteria

- 9.1.2.3 (Web)
- 10.1.2.3 (Non-web document)
- 11.1.2.3.1 (Open Functionality Software)
- 11.1.2.3.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:**

**Sign Experience:** Supports  
**Send Experience:** Supports  
**Admin Experience:** Supports  
**Authored Content (PDF):** Supports

**Web:** The product does not contain prerecorded video content that would require audio description or a media alternative.

**Authored Content (PDF):** The product does not create video content that would require audio description or a media alternative.

### [1.2.4 Captions \(Live\)](#) (Level AA)

Also applies to:

EN 301 549 Criteria

- 9.1.2.4 (Web)
- 10.1.2.4 (Non-web document)
- 11.1.2.4 (Open Functionality Software)
- 11.1.2.4 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)

- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** The product does not contain live synchronized media.

**Authored Content (PDF):** Authored content does not contain live synchronized media.

### 1.2.5 Audio Description (Prerecorded) (Level AA)

Also applies to:

EN 301 549 Criteria

- 9.1.2.5 (Web)
- 10.1.2.5 (Non-web document)
- 11.1.2.5 (Open Functionality Software)
- 11.1.2.5 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** The product does not contain prerecorded video content that would require audio description.

**Authored Content (PDF):** The product does not create video content that would require audio description.

**1.2.6 Sign Language (Prerecorded)** (Level AAA)

Also applies to:

EN 301 549 Criteria – Does Not Apply

Revised Section 508 – Does not apply

Not evaluated

**1.2.7 Extended Audio Description** (Level AAA)

Also applies to:

EN 301 549 Criteria – Does Not Apply

Revised Section 508 – Does Not Apply

Not evaluated

**1.2.8 Media Alternative (Prerecorded)** (Level AAA)

Also applies to:

EN 301 549 Criteria – Does Not Apply

Revised Section 508 – Does Not Apply

Not evaluated

**1.2.9 Audio-only (Live)** (Level AAA)

Also applies to:

EN 301 549 Criteria – Does Not Apply

Revised Section 508 – Does Not Apply

Not evaluated

**Guideline 1.3 Adaptable:**

Create content that can be presented in different ways (for example simpler layout)  
without losing information or structure.



Conformance Level	Remarks and Explanations
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Partially Supports</p> <p><b>Send Experience:</b> Does Not Support</p> <p><b>Admin Experience:</b> Does Not Support</p> <p><b>Authored Content (PDF):</b> Partially Supports</p>	<p><b>Web:</b></p> <p><b>Sign Experience:</b> Throughout the Sign Experience, visual structure and relationship information is provided through object information or in text.</p> <p>In the Sign Experience the form fields are layered on top of an image of the document. The reader can access the full document with assistive technology such as a screen reader using the “Read Agreement” or “Download PDF” selections in the Options menu.</p> <p>Once the document has been signed and submitted, any values entered into form fields will no longer be accessible to the assistive technology user (such as a screen reader). The original accessible PDF is still readable but any added values are not.</p>

**Send Experience:** The Send Experience does not provide appropriate programmatic or textual equivalents for most visual structure and relationship. Examples include:

Text which is styled to look like and function as headings are not marked as such.

Tables used for layout.

Landmarks of the same type are not distinguished by name.

**Admin Experience:** The Admin Experience does not provide appropriate programmatic or textual equivalents for most visual structure and relationship. Examples include: Tables used for layout.

Form controls not associated with visible labels.

Groups of controls are not associated with their respective group headings.

**Authored Content (PDF):** Although authored PDF content does provide programmatic or textual equivalents for most visual structure and relationships, correctly authored and tagged PDF content is not maintained in the Output PDF file.

### [1.3.2 Meaningful Sequence](#) (Level A)

Also applies to:

EN 301 549 Criteria

- 9.1.3.2 (Web)
- 10.1.3.2 (Non-web document)
- 11.1.3.2.1 (Open Functionality Software)
- 11.1.3.2.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)

- 602.3 (Support Docs)

**Web:****Sign Experience:** Partially Supports**Send Experience:** Partially Supports**Admin Experience:** Supports**Authored Content (PDF):** Partially Supports**Web:****Sign Experience:** In the Sign Experience the sequence is, by default left-to-right and top-down. The document can be opened in a PDF reader to get the correct sequence.**Send Experience:** The focus order of the Send Experience does not match the visual order in several locations. Exceptions include:

Content order does not match the visual order on the Publish a Web Form page. When dynamic content appears while previewing a document to Add a Signature field, the dynamic content is not in the correct interaction order.

**Admin Experience:** All parts of the Admin Experience support this criterion.**Authored Content (PDF):** The product preserves the reading order of structured and unstructured content, such as headings and text. However, the reading sequence of form fields may not correspond to their visual order or tab order.**1.3.3 Sensory Characteristics** (Level A)

Also applies to:

EN 301 549 Criteria

- 9.1.3.3 (Web)
- 10.1.3.3 (Non-web document)
- 11.1.3.3 (Open Functionality Software)
- 11.1.3.3 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Partially Supports**Authored Content (PDF):** Supports**Web:****Sign Experience:** All parts of the Sign Experience support this criterion.**Send Experience:** All parts of the Send Experience support this criterion.

**Admin Experience:** Most of the Admin Experience provides instructions for understanding and operating content that does not rely solely on sensory characteristics. Exceptions include: Controls in "Reports - My Activity" do not appear to be actionable. Users can only discover that these are controls by attempting to interact with them.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

**1.3.4 Orientation** (Level AA 2.1 only)

Also applies to:

EN 301 549 Criteria

- 9.1.3.4 (Web)
- 10.1.3.4 (Non-web document)
- 11.1.3.4 (Open Functionality Software)
- 11.1.3.4 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508 – Does not apply

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Supports**Authored Content (PDF):** Supports

**Web:** Content does not restrict its view and operation to a single display orientation and responds appropriately to screen orientation changes.

	<p><b>Authored Content (PDF):</b> Authored Content does not restrict its view and operation to a single display orientation and responds appropriately to screen orientation changes.</p>
<p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5 (Open Functionality Software)</li> <li>• 11.1.3.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Supports</p> <p><b>Admin Experience:</b> Supports</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b> The purpose of each input field collecting information about the user can be programmatically determined.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
<p><a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	
Not evaluated	

### Guideline 1.4 Distinguishable:

Make it easier for users to see and hear content including separating foreground from background.

Conformance Level	Remarks and Explanations
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Supports</p> <p><b>Admin Experience:</b> Partially Supports</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b></p> <p><b>Sign Experience:</b> The Sign Experience does not rely on the use of color alone to visually convey information.</p> <p><b>Send Experience:</b> The Send Experience does not rely on the use of color alone to visually convey information.</p> <p><b>Admin Experience:</b> Throughout the Admin Experience, color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, except: In the Dashboard Header where focus states rely solely on color.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>

**1.4.2 Audio Control** (Level A)

Also applies to:

EN 301 549 Criteria

- 9.1.4.2 (Web)
- 10.1.4.2 (Non-web document)
- 11.1.4.2 (Open Functionality Software)
- 11.1.4.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** The product does not contain audio that plays automatically.

**Authored Content (PDF):** Authored content does not contain audio that plays automatically.

**1.4.3 Contrast (Minimum)** (Level AA)

Also applies to:

EN 301 549 Criteria

- 9.1.4.3 (Web)
- 10.1.4.3 (Non-web document)
- 11.1.4.3 (Open Functionality Software)
- 11.1.4.3 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:****Sign Experience:** Partially Supports**Send Experience:** Does Not Support**Admin Experience:** Does Not Support**Authored Content (PDF):** Supports

**Web:** Some components on the product do not meet the minimum contrast requirements such as:

Control text, label text, error text and hint text have insufficient contrast.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

[1.4.4 Resize text](#) (Level AA)

Also applies to:

EN 301 549 Criteria

- 9.1.4.4 (Web)
- 10.1.4.4 (Non-web document)
- 11.1.4.4.1 (Open Functionality Software)
- 11.1.4.4.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:****Sign Experience:** Does Not Support**Send Experience:** Does Not Support**Admin Experience:** Does Not Support**Authored Content (PDF):** Supports

**Web:** Throughout the product, when resizing text by up to 200%, text is no longer contained within its containers and overlaps with elements, causing it to be difficult to read.

**Authored Content (PDF):** As a function of a PDF viewer application, the authored content can be zoomed up to 200 percent without loss of content or functionality.

[1.4.5 Images of Text](#) (Level AA)

Also applies to:



## EN 301 549 Criteria

- 9.1.4.5 (Web)
- 10.1.4.5 (Non-web document)
- 11.1.4.5.1 (Open Functionality Software)
- 11.1.4.5.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

## Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:****Sign Experience:** Supports**Send Experience:** Partially Supports**Admin Experience:** Supports**Authored Content (PDF):** Supports**Web:****Sign Experience:** The Sign Experience uses text instead of images of text.**Send Experience:** Most images of text are not used in places where text can be used instead. Exceptions include:

On the login page there are some controls represented by images of text.

**Admin Experience:** The Admin Experience uses text instead of images of text.**Authored Content (PDF):** Authors can ensure that content meets this criterion.[1.4.6 Contrast Enhanced](#) (Level AAA)

Also applies to:

EN 301 549 Criteria – Does not apply

Revised Section 508 – Does not apply

Not evaluated

[1.4.7 Low or No Background Audio](#) (Level AAA)

Also applies to:

EN 301 549 Criteria – Does not apply

Revised Section 508 – Does not apply	
Not evaluated	
<p><a href="#">1.4.8 Visual Presentation</a> (Level AAA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	
Not evaluated	
<p><a href="#">1.4.9 Images of Text (No Exception) Control</a> (Level AAA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	
Not evaluated	
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10.1 (Open Functionality Software)</li> <li>• 11.1.4.10.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Supports</p> <p><b>Admin Experience:</b> Supports</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b> Content responds and reflows as necessary when zoomed and does not require scrolling in two dimensions.</p> <p><b>Authored Content (PDF):</b> As a function of a PDF viewer application, the authored content responds and reflows as necessary</p>

when zoomed and does not require scrolling in two dimensions.

#### [1.4.11 Non-text Contrast](#) (Level AA 2.1 only)

Also applies to:

EN 301 549 Criteria

- 9.1.4.11 (Web)
- 10.1.4.11 (Non-web document)
- 11.1.4.11 (Open Functionality Software)
- 11.1.4.11 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508 – Does not apply

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** User interface components and meaningful graphics have sufficient contrast with the surrounding background.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

#### [1.4.12 Text Spacing](#) (Level AA 2.1 only)

Also applies to:

EN 301 549 Criteria

- 9.1.4.12 (Web)
- 10.1.4.12 (Non-web document)
- 11.1.4.12 (Open Functionality Software)
- 11.1.4.12 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508 – Does not apply

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Web:** There is no loss of content or functionality when users override author specified text styles.

<b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Authored Content (PDF):</b> As a function of a PDF viewer application, There is no loss of content or functionality when users override author specified text styles.
<p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> Throughout the product, content is not made visible via hover or focus or, when it is, it is dismissable, hoverable, and persistent. <b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.

## Guideline 2.1 Keyboard Accessible:

Make all functionality available from a keyboard.

Conformance Level	Remarks and Explanations
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> </ul>	

- 10.2.1.1 (Non-web document)
- 11.2.1.1.1 (Open Functionality Software)
- 11.2.1.1.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:**  
**Sign Experience:** Supports  
**Send Experience:** Does Not Support  
**Admin Experience:** Does Not Support  
**Authored Content (PDF):** Supports

**Web:**  
**Sign Experience:** All Sign Experience functionality can be operated through a keyboard interface.  
**Send Experience:** Some interactive elements are available using the keyboard. However, most interactive elements are not focusable using the keyboard, such as: Custom elements, such as custom buttons, which cannot be reached or activated via keyboard.  
Actionable controls and widgets which do not appear in the tab order.  
Scrolling regions that cannot be scrolled by keyboard.  
**Admin Experience:** Some interactive elements are available using the keyboard. However, most interactive elements are not focusable using the keyboard, such as: Custom elements, such as custom buttons, which cannot be reached or activated via keyboard.  
Actionable controls and widgets which do not appear in the tab order.  
A help control in the Dashboard that cannot be reached by keyboard alone.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

### [2.1.2 No Keyboard Trap](#) (Level A)

Also applies to:

EN 301 549 Criteria

- 9.2.1.2 (Web)
- 10.2.1.2 (Non-web document)
- 11.2.1.2 (Open Functionality Software)
- 11.2.1.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** The product does not feature any content or controls that cause a keyboard trap.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

### [2.1.3 Keyboard \(No Exception\)](#) (Level AAA)

Also applies to:

EN 301 549 Criteria – Does not apply

Revised Section 508 – Does not apply

Not evaluated

### [2.1.4 Character Key Shortcuts](#) (Level A 2.1 only)

Also applies to:

EN 301 549 Criteria

- 9.2.1.4 (Web)

- 10.2.1.4 (Non-web document)
- 11.2.1.4.1 (Open Functionality Software)
- 11.2.1.4.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508 – Does not apply

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** No Shortcuts are used in the product.

**Authored Content (PDF):** The product does not create character key shortcuts.

## Guideline 2.2 Enough Time:

Provide users enough time to read and use content.

Conformance Level	Remarks and Explanations
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	

- 602.3 (Support Docs)

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Supports**Authored Content (PDF):** Supports**Web:** The product does not include time limits.**Authored Content (PDF):** The product does not create time limits.**2.2.2 Pause, Stop, Hide** (Level A)

Also applies to:

EN 301 549 Criteria

- 9.2.2.2 (Web)
- 10.2.2.2 (Non-web document)
- 11.2.2.2 (Open Functionality Software)
- 11.2.2.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Supports**Authored Content (PDF):** Supports**Web:** The product does not include elements which move, blink, scroll, or auto-update.**Authored Content (PDF):** Authors can ensure that content meets this criterion.**2.2.3 No Timing** (Level AAA)

Also applies to:

EN 301 549 Criteria – Does not apply

Revised Section 508 – Does not apply

Not evaluated



**2.2.4 Interruptions** (Level AAA)

Also applies to:

EN 301 549 Criteria – Does not apply

Revised Section 508 – Does not apply

Not evaluated

**2.2.5 Re-authenticating** (Level AAA)

Also applies to:

EN 301 549 Criteria – Does not apply

Revised Section 508 – Does not apply

Not evaluated

**2.2.6 Timeouts** (Level AAA 2.1 only)

Also applies to:

EN 301 549 Criteria – Does not apply

Revised Section 508 – Does not apply

Not evaluated

**Guideline 2.3 Seizures:**

Do not design content in a way that is known to cause seizures.

**Conformance Level****Remarks and Explanations****2.3.1 Three Flashes or Below Threshold** (Level A)

Also applies to:

EN 301 549 Criteria

- 9.2.3.1 (Web)

- 10.2.3.1 (Non-web document)
- 11.2.3.1 (Open Functionality Software)
- 11.2.3.1(Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

#### Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

#### Web:

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** The product does not contain flashing content.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

#### [2.3.2 Three Flashes](#) (Level AAA)

Also applies to:

EN 301 549 Criteria – Does not apply

Revised Section 508 – Does not apply

Not evaluated

#### [2.3.3 Animation from Interactions](#) (Level AAA 2.1 only)

Also applies to:

EN 301 549 Criteria – Does not apply

Revised Section 508 – Does not apply

Not evaluated

### Guideline 2.4 Navigable:

Provide ways to help users navigate, find content, and determine where they are.

Conformance Level	Remarks and Explanations
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Does Not Support</p> <p><b>Send Experience:</b> Does Not Support</p> <p><b>Admin Experience:</b> Does Not Support</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b> The product does not provide a mechanism to bypass repeated navigation.</p> <p><b>Authored Content (PDF):</b> This criterion does not apply to non-web documents.</p>
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	

## Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:****Sign Experience:** Does Not Support**Send Experience:** Does Not Support**Admin Experience:** Does Not Support**Authored Content (PDF):** Supports**Web:** Throughout the product, the page

titles are generally not descriptive or unique.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.[2.4.3 Focus Order](#) (Level A)

Also applies to:

EN 301 549 Criteria

- 9.2.4.3 (Web)
- 10.2.4.3 (Non-web document)
- 11.2.4.3 (Open Functionality Software)
- 11.2.4.3 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

## Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:****Sign Experience:** Supports**Send Experience:** Partially Supports**Admin Experience:** Partially Supports**Authored Content (PDF):** Supports**Web:****Sign Experience:** Components receive focus in a meaningful order consistent with the expected interaction and/ or reading order**Send Experience:** Most components receive focus in a meaningful order. Exceptions include:

Focus not managed when content changes on login.

	<p>Focus order does not follow the visual order on the Add Signature Field.</p> <p><b>Admin Experience:</b> Most components receive focus in a meaningful order.</p> <p>Exceptions include:</p> <p>Focus order does not follow the visual order on and the Dashboard header and footer.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
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<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"><li>• 9.2.4.4 (Web)</li><li>• 10.2.4.4 (Non-web document)</li><li>• 11.2.4.4 (Open Functionality Software)</li><li>• 11.2.4.4 (Closed Software)</li><li>• 11.8.2 (Authoring Tool)</li><li>• 12.1.2 (Product Docs)</li><li>• 12.2.4 (Support Docs)</li></ul> <p>Revised Section 508</p> <ul style="list-style-type: none"><li>• 501 (Web)(Software)</li><li>• 504.2 (Authoring Tool)</li><li>• 602.3 (Support Docs)</li></ul>	
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<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Supports</p> <p><b>Admin Experience:</b> Supports</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b> Links within the product make sense within their context of use.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
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<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"><li>• 9.2.4.5 (Web)</li><li>• 10.2.4.5 (Non-web document) – Does not apply</li></ul>	
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- 11.2.4.5 (Open Functionality Software) – Does not apply
- 11.2.4.5 (Closed Software) – Does not apply
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

#### 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

#### **Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** Multiple ways of locating web pages are provided, such as via Search, except when the location is the result of, or a step in, a process.

**Authored Content (PDF):** This criterion does not apply to non-web documents.

#### [2.4.6 Headings and Labels](#) (Level AA)

Also applies to:

EN 301 549 Criteria

- 9.2.4.6 (Web)
- 10.2.4.6 (Non-web document)
- 11.2.4.6 (Open Functionality Software)
- 11.2.4.6 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

#### Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

#### **Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Web:** Headings and labels are descriptive.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

Admin Experience: Supports

Authored Content (PDF): Supports

[2.4.7 Focus Visible](#) (Level AA)

Also applies to:

EN 301 549 Criteria

- 9.2.4.7 (Web)
- 10.2.4.7 (Non-web document)
- 11.2.4.7 (Open Functionality Software)
- 11.2.4.7 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Web:

Sign Experience: Supports

Send Experience: Partially Supports

Admin Experience: Partially Supports

Authored Content (PDF): Supports

Web:

Sign Experience: The keyboard focus indicator is visible on all interactive components.

Send Experience: Most focusable elements have a visible keyboard focus indicator. Exceptions include:  
On the Reports - My Activity page, the keyboard focus is not clearly visible on all sides of some elements.

Admin Experience: Most focusable elements have a visible keyboard focus indicator. Exceptions include:  
When users first log in and are taken to the Dashboard, a popup appears with the text "Welcome to your new home". This item has no visible focus indicator.

	<b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.
<a href="#">2.4.8 Location</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	
Not evaluated	
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	
Not evaluated	
<a href="#">2.4.10 Section Headings</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	
Not evaluated	

## Guideline 2.5 Input Modalities:

Make it easier for users to operate functionality through various inputs beyond keyboard.

Conformance Level	Remarks and Explanations
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only) Also applies to:	



## EN 301 549 Criteria

- 9.2.5.1 (Web)
- 10.2.5.1 (Non-web document)
- 11.2.5.1 (Open Functionality Software)
- 11.2.5.1 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508 – Does not apply

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** The product does not require multi-point or path-based pointer gestures.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

### [2.5.2 Pointer Cancellation](#) (Level A 2.1 only)

Also applies to:

EN 301 549 Criteria

- 9.2.5.2 (Web)
- 10.2.5.2 (Non-web document)
- 11.2.5.2 (Open Functionality Software)
- 11.2.5.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508 – Does not apply

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** The product contains only functionality that can be activated on the up event of a single pointer.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

### [2.5.3 Label in Name](#) (Level A 2.1 only)

Also applies to:

## EN 301 549 Criteria

- 9.2.5.3 (Web)
- 10.2.5.3 (Non-web document)
- 11.2.5.3 (Open Functionality Software)
- 11.2.5.3 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508 – Does not apply

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** For components that have visible text labels, that text exists in the component's accessible name.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

[2.5.4 Motion Actuation](#) (Level A 2.1 only)

Also applies to:

EN 301 549 Criteria

- 9.2.5.4 (Web)
- 10.2.5.4 (Non-web document)
- 11.2.5.4 (Open Functionality Software)
- 11.2.5.4 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508 – Does not apply

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** The product does not contain any functionality that can be operated by device motion or user motion.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

[2.5.5 Target Size](#) (Level AAA 2.1 only)

Also applies to:

EN 301 549 Criteria – Does not apply  
 Revised Section 508 – Does not apply

Not evaluated

**2.5.6 Concurrent Input Mechanisms** (Level AAA 2.1 only)

Also applies to:

EN 301 549 Criteria – Does not apply  
 Revised Section 508 – Does not apply

Not evaluated

**Guideline 3.1 Readable:**

Make text content readable and understandable.

**Conformance Level**

**Remarks and Explanations**

**3.1.1 Language of Page** (Level A)

Also applies to:

EN 301 549 Criteria

- 9.3.1.1 (Web)
- 10.3.1.1 (Non-web document)
- 11.3.1.1.1 (Open Functionality Software)
- 11.3.1.1.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** The language is programmatically determinable within the product.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

**3.1.2 Language of Parts** (Level AA)

Also applies to:

EN 301 549 Criteria

- 9.3.1.2 (Web)
- 10.3.1.2 (Non-web document)
- 11.3.1.2 (Open Functionality Software) – Does not apply
- 11.3.1.2 (Closed Software) – Does not apply
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> Content is only presented in one language at a time. <b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.
<a href="#">3.1.3 Unusual Words</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	
Not evaluated	
<a href="#">3.1.4 Abbreviations</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	
Not evaluated	
<a href="#">3.1.5 Reading Level</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	
Not evaluated	
<a href="#">3.1.6 Pronunciation</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	
Not evaluated	

## Guideline 3.2 Predictable:

Make Web pages appear and operate in predictable ways.

Conformance Level	Remarks and Explanations
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Supports</p> <p><b>Admin Experience:</b> Supports</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b> Components do not initiate a change of context when focused.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> </ul>	

- 11.3.2.2 (Open Functionality Software)
- 11.3.2.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

#### Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

#### Web:

**Sign Experience:** Supports

**Send Experience:** Partially Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

#### Web:

**Sign Experience:** Changes of context do not occur automatically on user input.

**Send Experience:** Most of the product does not cause an unexpected change of context on user input. Exceptions include:

Focus is moved unexpectedly when the value of a combobox is changed on the Add Signature Field

**Admin Experience:** Changes of context do not occur automatically on user input.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

### [3.2.3 Consistent Navigation](#) (Level AA)

Also applies to:

EN 301 549 Criteria

- 9.3.2.3 (Web)
- 10.3.2.3 (Non-web document) – Does not apply
- 11.3.2.3 (Open Functionality Software) – Does not apply
- 11.3.2.3 (Closed Software) – Does not apply
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

#### 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

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Supports**Authored Content (PDF):** Supports

**Web:** When navigational mechanisms are repeated in the product, they occur in a consistent relative order and appearance.

**Authored Content (PDF):** This criterion does not apply to non-web documents.

**3.2.4 Consistent Identification** (Level AA)

Also applies to:

EN 301 549 Criteria

- 9.3.2.4 (Web)
- 10.3.2.4 (Non-web document) – Does not apply
- 11.3.2.4 (Open Functionality Software) – Does not apply
- 11.3.2.4 (Closed Software) – Does not apply
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

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

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Supports**Authored Content (PDF):** Supports

**Web:** Components with the same functionality, such as form controls with the same purpose are identified consistently.

**Authored Content (PDF):** This criterion does not apply to non-web documents.

**3.2.5 Change on Request** (Level AAA)

Also applies to:

EN 301 549 Criteria – Does not apply

Revised Section 508 – Does not apply

Not evaluated



## Guideline 3.3 Input Assistance:

Help users avoid and correct mistakes.

Conformance Level	Remarks and Explanations
<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Partially Supports</p> <p><b>Admin Experience:</b> Supports</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b></p> <p><b>Sign Experience:</b> Where input errors are automatically detected, items in error are identified and error messages are conveyed to assistive technologies.</p> <p><b>Send Experience:</b> Where input errors are automatically detected, items in error are identified and error messages are conveyed to assistive technologies. However, some exceptions include:</p>

9/23/25, 12:32 PM

Acrobat Sign Accessibility Conformance Report

	<p>In the Add Files dialog, form features an “Attach” button that remain disabled until the attachment is selected. However, the reason for the disabled button is not disclosed to assistive technologies.</p> <p><b>Admin Experience:</b> Where input errors are automatically detected, items in error are identified and error messages are conveyed to assistive technologies.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"><li>• 9.3.3.2 (Web)</li><li>• 10.3.3.2 (Non-web document)</li><li>• 11.3.3.2 (Open Functionality Software)</li><li>• 11.3.3.2 (Closed Software)</li><li>• 11.8.2 (Authoring Tool)</li><li>• 12.1.2 (Product Docs)</li><li>• 12.2.4 (Support Docs)</li></ul> <p>Revised Section 508</p> <ul style="list-style-type: none"><li>• 501 (Web)(Software)</li><li>• 504.2 (Authoring Tool)</li><li>• 602.3 (Support Docs)</li></ul>	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Partially Supports</p> <p><b>Admin Experience:</b> Supports</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b></p> <p><b>Sign Experience:</b> Labels and instructions (where necessary) are provided when content requires user input.</p> <p><b>Send Experience:</b> Most interactive elements in the product convey an accessible name to assistive technology. Exceptions include: Instructions for operating alternatives to drag &amp; drop interfaces are not described sufficiently.</p>

https://www.adobe.com/accessibility/compliance/adobe-sign-2020-01-23-acr.html

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**Admin Experience:** Labels and instructions (where necessary) are provided when content requires user input.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

### [3.3.3 Error Suggestion](#) (Level AA)

Also applies to:

EN 301 549 Criteria

- 9.3.3.3 (Web)
- 10.3.3.3 (Non-web document)
- 11.3.3.3 (Open Functionality Software)
- 11.3.3.3 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** The product provides suggestions to the user when input errors are automatically detected.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

### [3.3.4 Error Prevention \(Legal, Financial, Data\)](#) (Level AA)

Also applies to:

EN 301 549 Criteria

- 9.3.3.4 (Web)
- 10.3.3.4 (Non-web document)
- 11.3.3.4 (Open Functionality Software)
- 11.3.3.4 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)

- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** Changes to user-controllable data are reversible or can be confirmed before finalizing.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

### [3.3.5 Help](#) (Level AAA)

Also applies to:

EN 301 549 Criteria – Does not apply

Revised Section 508 – Does not apply

Not evaluated

### [3.3.6 Error Prevention \(All\)](#) (Level AAA)

Also applies to:

EN 301 549 Criteria – Does not apply

Revised Section 508 – Does not apply

Not evaluated

## Guideline 4.1 Compatible:

Maximize compatibility with current and future user agents, including assistive technologies.

**Conformance Level**

**Remarks and Explanations**

**4.1.1 Parsing** (Level A)

Also applies to:

EN 301 549 Criteria

- 9.4.1.1 (Web)
- 10.4.1.1 (Non-web document)
- 11.4.1.1.1 (Open Functionality Software)
- 11.4.1.1.2 (Closed Software) – Does not apply
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Supports**Authored Content (PDF):** Supports

**Web:** The product does not contain any parsing errors that cause access problems.

**Authored Content (PDF):** The authored content is not implemented using markup languages.

**4.1.2 Name, Role, Value** (Level A)

Also applies to:

EN 301 549 Criteria

- 9.4.1.2 (Web)
- 10.4.1.2 (Non-web document)
- 11.4.1.2.1 (Open Functionality Software)
- 11.4.1.2.2 (Closed Software) – Not required
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)

- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Web:****Sign Experience:** Supports**Send Experience:** Does Not Support**Admin Experience:** Does Not Support**Authored Content (PDF):** Supports**Web:****Sign Experience:** User interface components provide programmatic name, role, state, and value information.**Send Experience:** Most user interface components do not convey their name, role or value to assistive technology, such as: Controls meant to act like buttons are not given appropriate semantics to match that role and often also lack accessible names. Form fields often rely on placeholder text for labeling or have no labels at all.

Interactive elements often do not have roles which match their behavior.

**Admin Experience:** Most user interface components do not convey their name, role or value to assistive technology, such as: Disclosure controls do not convey their states.

Interactive elements often do not have roles which match their behavior.

Controls often do not have accessible names.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.**4.1.3 Status Messages** (Level AA 2.1 only)

Also applies to:

EN 301 549 Criteria

- 9.4.1.3 (Web)
- 10.4.1.3 (Non-web document) – Does not apply
- 11.4.1.3 (Open Functionality Software) – Does not apply
- 11.4.1.3 (Closed Software) – Does not apply
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508 – Does not apply

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Supports**Authored Content (PDF):** Supports

**Web:** Status messages, when provided, are presented in a way that can be programmatically determined and do not require that they receive focus.

**Authored Content (PDF):** This criterion does not apply to non-web documents.

## Revised Section 508 Report

Notes:

### Chapter 3: Functional Performance Criteria (FPC)

Notes:

Conformance Level	Remarks and Explanations
302.1 Without Vision	
<b>Web:</b> <b>Sign Experience:</b> Partially Supports <b>Send Experience:</b> Does Not Support <b>Admin Experience:</b> Does Not Support <b>Authored Content (PDF):</b> Partially Supports	<b>Web:</b> <b>Sign Experience:</b> As noted in 1.3.2 <b>Meaningful Sequence</b> , In the Sign Experience the sequence is, by default left-to-right and top-down. The document can be opened in a PDF reader to get the correct sequence. Also, as noted in 1.3.1 <b>Info and Relationships</b> , once the document has been signed and submitted, any values entered into form fields will no longer be accessible to the assistive technology user (such as a

screen reader). The original accessible PDF is still readable, but any added values are not.

**Send Experience:** Several pieces of functionality within the product are inaccessible to users without vision, as shown in **1.3.1 Info and Relationships, 2.1.1 Keyboard, and 4.1.2 Name, Role, Value.**

**Admin Experience:** Several pieces of functionality within the product are inaccessible to users without vision, as shown in **1.1.1 Non-text content, 1.3.1 Info and Relationships, 2.1.1 Keyboard, and 4.1.2 Name, Role, Value.**

**Authored Content (PDF):** Several pieces of functionality within the product are inaccessible to users without vision, as shown in **1.3.1 Info and Relationships.**

## 302.2 With Limited Vision

### Web:

**Sign Experience:** Partially Supports

**Send Experience:** Does Not Support

**Admin Experience:** Does Not Support

**Authored Content (PDF):** Supports

### Web:

**Sign Experience:** Some pieces of functionality within the product are inaccessible to users with low vision, as shown in **1.4.3 Contrast (Minimum) and 1.4.4 Resize Text.**

**Send Experience:** Several pieces of functionality within the product are inaccessible to users with low vision, as shown in **1.4.3 Contrast (Minimum), 1.4.4 Resize Text. and 2.4.3 (Focus Order).**

**Admin Experience:** Several pieces of functionality within the product are inaccessible to users with low vision, as shown in **1.4.3 Contrast (Minimum), 1.4.4 Resize Text. and 2.4.3 (Focus Order).**

**Authored Content (PDF):** Authors can create content which is functional with limited vision.



## 302.3 Without Perception of Color

**Web:****Sign Experience:** Partially Supports**Send Experience:** Partially Supports**Admin Experience:** Partially Supports**Authored Content (PDF):** Supports**Web:****Sign Experience:** Users who cannot perceive color will be able to use most of the product, notwithstanding the exceptions listed in **1.4.3 Contrast (Minimum)**.**Send Experience:** Users who cannot perceive color will be able to use most of the product, notwithstanding the exceptions listed in **1.4.3 Contrast (Minimum)**.**Admin Experience:** Users who cannot perceive color will be able to use most of the product, notwithstanding the exceptions listed in **1.4.3 Contrast (Minimum)**.**Authored Content (PDF):** Authors can create content which is functional without perception of color.

## 302.4 Without Hearing

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Supports**Authored Content (PDF):** Supports**Web:** The product does not contain any audio content that requires hearing.**Authored Content (PDF):** Authors can create content which is functional without hearing.

## 302.5 With Limited Hearing

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Supports**Authored Content (PDF):** Supports**Web:** The product does not contain any audio content that requires hearing.**Authored Content (PDF):** Authors can create content which is functional with limited hearing.

## 302.6 Without Speech

<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Supports</p> <p><b>Admin Experience:</b> Supports</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b> The product does not require user speech.</p> <p><b>Authored Content (PDF):</b> Authors can create content which is functional without speech.</p>
302.7 With Limited Manipulation	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Does Not Support</p> <p><b>Admin Experience:</b> Does Not Support</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b></p> <p><b>Sign Experience:</b> All of the Sign Experience can be used by users with limited manipulation.</p> <p><b>Send Experience:</b> Most functionality within the Send Experience is inaccessible to users with limited manipulation as shown in <b>2.1.1 Keyboard, 2.4.3 Focus Order</b> and <b>2.4.7 Focus Visible</b>.</p> <p><b>Admin Experience:</b> Most functionality within the Admin Experience is inaccessible to users with limited manipulation as shown in <b>2.1.1 Keyboard, 2.4.3 Focus Order</b> and <b>2.4.7 Focus Visible</b>.</p> <p><b>Authored Content (PDF):</b> Authors can create content which is functional with limited manipulation.</p>
302.8 With Limited Reach and Strength	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Does Not Support</p> <p><b>Admin Experience:</b> Does Not Support</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b></p> <p><b>Sign Experience:</b> All of the Sign Experience can be used by users with limited reach and strength.</p> <p><b>Send Experience:</b> Most functionality within the Send Experience is inaccessible to users with limited reach and strength, as shown in <b>2.1.1 Keyboard</b>.</p> <p><b>Admin Experience:</b> Most functionality within the Admin Experience is inaccessible</p>

to users with limited reach and strength, as shown in **2.1.1 Keyboard**.

**Authored Content (PDF):** Authors can create content which is functional with limited reach and strength.

### 302.9 With Limited Language, Cognitive, and Learning Abilities

**Web:**

**Sign Experience:** Supports

**Send Experience:** Partially Supports

**Admin Experience:** Partially Supports

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** All of the Sign Experience can be used by users with limited language, cognitive, and learning abilities.

**Send Experience:** The Send Experience provides consistent navigation, understandable naming conventions, and icons that visually explain their purpose in supporting users with limited language, cognitive and learning abilities, notwithstanding the exceptions include issues noted in **2.4.3 Focus Order** and **3.2.2 On Input**.

**Admin Experience:** The Admin Experience provides consistent navigation, understandable naming conventions, and icons that visually explain their purpose in supporting users with limited language, cognitive and learning abilities, notwithstanding the exceptions include issues noted in **2.4.3 Focus Order**.

**Authored Content (PDF):** Authors can create content which is functional with limited cognition.

## Chapter 4: Hardware

Notes: Not Applicable

## Chapter 5: Software

## Notes:

Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	
See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section.
502.2.1 User Control of Accessibility Features	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> The product is not platform software. <b>Authored Content (PDF):</b> Authors can create content which does not disrupt user control of accessibility features.
502.2.2 No Disruption of Accessibility Features	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> The product does not disrupt platform accessibility features. <b>Authored Content (PDF):</b> Authors can create content which does not disrupt accessibility features.
502.3.1 Object Information	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Does Not Support <b>Admin Experience:</b> Does Not Support <b>Authored Content (PDF):</b> Supports	<b>Web:</b> <b>Sign Experience:</b> User interface components provide programmatic name, role, state, and value information. <b>Send Experience:</b> The Send Experience lacks role, state, and/or accessible name information for many functional components, as described in <b>1.3.1 Info and</b>

**Relationships, 3.3.2 Labels and Instructions and 4.1.2 Name, Role, Value.**

**Admin Experience:** The Admin Experience lacks role, state, and/or accessible name information for many functional

components, as described in **1.3.1 Info and Relationships and 4.1.2 Name, Role, Value.**

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

502.3.2 Modification of Object Information

**Web:**

**Sign Experience:** Supports

**Send Experience:** Does Not Support

**Admin Experience:** Does Not Support

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** The Sign Experience does not prevent users from modifying states and properties of an object using assistive technologies when those states and properties of an object in the Sign Experience can be modified by users in general.

**Send Experience:** The Send Experience does not permit all elements to be focused using the keyboard, as noted in **2.1.1 Keyboard.**

**Admin Experience:** The Admin Experience does not permit all elements to be focused using the keyboard, as noted in **2.1.1 Keyboard.**

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

502.3.3 Row, Column, and Headers

**Web:**

**Sign Experience:** Supports

**Send Experience:** Does Not Support

**Admin Experience:** Does Not Support

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** The Sign Experience does not contain data tables.

**Send Experience:** The Send Experience does not provide appropriate programmatic or textual equivalents for most visual

structure and relationships in tables, as noted in **1.3.1 Info and Relationships**.

**Admin Experience:** The Admin Experience does not provide appropriate programmatic or textual equivalents for most visual structure and relationships in tables, as noted in **1.3.1 Info and Relationships**.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

#### 502.3.4 Values

**Web:**

**Sign Experience:** Supports

**Send Experience:** Does Not Support

**Admin Experience:** Does Not Support

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** The values of the input controls in the Sign Experience are programmatically determinable

**Send Experience:** The values of most input controls in the Send Experience are not programmatically determinable, as described in **3.3.2 Labels or Instructions** and **4.1.2 Name, Role, Value**.

**Admin Experience:** The values of most input controls in the Admin Experience are not programmatically determinable, as described in **4.1.2 Name, Role, Value**.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

#### 502.3.5 Modification of Values

**Web:**

**Sign Experience:** Supports

**Send Experience:** Does Not Support

**Admin Experience:** Does Not Support

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** The Sign Experience does not prevent users from modifying values or text of an object using assistive technologies when those states and properties of an object in the product can be modified by users in general.

**Send Experience:** The Send Experience does not allow users to modify values or text of an object using assistive technologies when those states and properties of an object in the product can be modified by users in general, as noted in **2.1.1 Keyboard**.

**Admin Experience:** The Admin Experience does not allow users to modify values or text of an object using assistive technologies when those states and properties of an object in the product can be modified by users in general, as noted in **2.1.1 Keyboard**.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

#### 502.3.6 Label Relationships

**Web:**

**Sign Experience:** Supports

**Send Experience:** Partially Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** The Sign Experience conveys an accessible name of all interactive elements to assistive technology.

**Send Experience:** The Send Experience conveys an accessible name of all interactive elements to assistive technology, notwithstanding the exceptions noted in **3.3.2 Labels or Instructions**.

**Admin Experience:** The Admin Experience conveys an accessible name of all interactive elements to assistive technology.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

#### 502.3.7 Hierarchical Relationships

**Web:**

**Sign Experience:** Supports

**Send Experience:** Does Not Support

**Admin Experience:** Does Not Support

**Web:**

**Sign Experience:** The Sign Experience has clear hierarchical relationships.

<p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Send Experience:</b> The Send Experience has many hierarchical relationships that are misidentified, as noted in <b>1.3.1 Info and Relationships</b>.</p> <p><b>Admin Experience:</b> The Admin Experience has many hierarchical relationships that are misidentified, as noted in <b>1.3.1 Info and Relationships</b>.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
502.3.8 Text	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Supports</p> <p><b>Admin Experience:</b> Supports</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b> Text content, text attributes, and text boundaries are programmatically determinable.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
502.3.9 Modification of Text	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Partially Supports</p> <p><b>Send Experience:</b> Does Not Support</p> <p><b>Admin Experience:</b> Does Not Support</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b></p> <p><b>Sign Experience:</b> The Sign Experience allows assistive technology to modify text. However, once the document has been signed and submitted, any values entered into form fields will no longer be accessible to the assistive technology user (such as a screen reader). The original accessible PDF is still readable but any added values are not.</p> <p><b>Send Experience:</b> The Send Experience does not allow users to modify text of an object using assistive technologies when those states and properties of an object in the product can be modified by users in general, as noted in <b>2.1.1 Keyboard</b>.</p> <p><b>Admin Experience:</b> The Admin Experience does not allow users to modify text of an</p>



object using assistive technologies when those states and properties of an object in the product can be modified by users in general, as noted in **2.1.1 Keyboard**.  
**Authored Content (PDF):** Authors can ensure that content meets this criterion.

#### 502.3.10 List of Actions

**Web:**

**Sign Experience:** Supports

**Send Experience:** Does Not Support

**Admin Experience:** Does Not Support

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** Actions that an object can perform are exposed.

**Send Experience:** Actions that an object can perform are generally not conveyed to assistive technologies, as noted in **3.3.2 Labels or Instructions** and **4.1.2 Name, Role, Value**.

**Admin Experience:** Actions that an object can perform are generally not conveyed to assistive technologies, as noted in **4.1.2 Name, Role, Value**.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

#### 502.3.11 Actions on Objects

**Web:**

**Sign Experience:** Supports

**Send Experience:** Does Not Support

**Admin Experience:** Does Not Support

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** Actions that an object can perform are exposed.

**Send Experience:** The Send Experience does not allow assistive technology to programmatically execute actions on objects, as noted in **2.1.1 Keyboard** and **4.1.2 Name, Role, Value**.

**Admin Experience:** The Admin Experience does not allow assistive technology to programmatically execute actions on

objects, as noted in **2.1.1 Keyboard** and **4.1.2 Name, Role, Value**.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

### 502.3.12 Focus Cursor

**Web:**

**Sign Experience:** Supports

**Send Experience:** Partially Supports

**Admin Experience:** Partially Supports

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** The Sign Experience provides an indication of focus on all objects.

**Send Experience:** The Send Experience provides an indication of focus on most objects. However, as noted in **2.4.7 Focus Visible**, focus is not visible on some links and controls.

**Admin Experience:** The Admin Experience provides an indication of focus on most objects. However, as noted in **2.4.7 Focus Visible**, focus is not visible on some links and controls.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

### 502.3.13 Modification of Focus Cursor

**Web:**

**Sign Experience:** Supports

**Send Experience:** Does Not Support

**Admin Experience:** Does Not Support

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** When a user can focus or change selection state of a control in the Sign Experience via keyboard, then the focus or selection state can also be changed programmatically.

**Send Experience:** The Send Experience does not allow a user to focus or change selection state of a control in the product via keyboard, as noted in **2.1.1 Keyboard**.

**Admin Experience:** The Admin Experience does not allow a user to focus or change

	<p>selection state of a control in the product via keyboard, as noted in <b>2.1.1 Keyboard</b>.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
502.3.14 Event Notification	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Supports</p> <p><b>Admin Experience:</b> Supports</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b> When components in the product change their programmatic states and values, the changes are available to assistive technology.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
502.4 Platform Accessibility Features	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Supports</p> <p><b>Admin Experience:</b> Supports</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b> The product is not platform software.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
503.2 User Preferences	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Supports</p> <p><b>Admin Experience:</b> Supports</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b> The product is a web application, which is isolated from its underlying platforms.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
503.3 Alternative User Interfaces	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Supports</p> <p><b>Admin Experience:</b> Supports</p>	<p><b>Web:</b> The product does not provide an alternative user interface that functions as assistive technology.</p>

<b>Authored Content (PDF):</b> Supports	<b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.
503.4.1 Caption Controls	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> The product does not contain video content with audio that would require being described through captions. <b>Authored Content (PDF):</b> Authored content does not create any content that requires captions.
503.4.2 Audio Description Controls	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> The product does not contain video content with audio that would require being described with Audio Description. <b>Authored Content (PDF):</b> Authored content does not contain any audio that plays automatically.
504.2 Content Creation or Editing	
See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section Note that PDFs must be authored in Acrobat Pro in order to be fully accessible.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	
<b>Authored Content (PDF):</b> Does Not Support	<b>Authored Content PDF:</b> The content of an exported PDF is announced in an illogical order without appropriate semantics, as noted in <b>1.3.1 Info and Relationships</b> .
504.2.2 PDF Export	

<b>Authored Content (PDF):</b> Does Not Support	<b>Authored Content (PDF):</b> The content of an exported PDF is announced in an illogical order without appropriate semantics, as noted in <b>1.3.1 Info and Relationships</b> .
504.3 Prompts	
<b>Web:</b> <b>Sign Experience:</b> Does Not Support <b>Send Experience:</b> Does Not Support <b>Admin Experience:</b> Does Not Support <b>Authored Content (PDF):</b> Does Not Support	The product does not prompt the user to create accessible content.
504.4 Templates	
<b>Web:</b> <b>Sign Experience:</b> Does Not Support <b>Send Experience:</b> Does Not Support <b>Admin Experience:</b> Does Not Support <b>Authored Content (PDF):</b> Does Not Support	The product does not provide templates that allow for the creation of content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.1.

## Chapter 6: Support Documentation and Services

Notes: Information regarding Support Documentation and Services is available in the Accessibility Conformance Report for the Adobe Help Center on the Adobe Accessibility Compliance website.

## EN 301 549 Report

Notes:

## Chapter 4: Functional Performance Statements (FPS)

Notes:

Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Partially Supports</p> <p><b>Send Experience:</b> Does Not Support</p> <p><b>Admin Experience:</b> Does Not Support</p> <p><b>Authored Content (PDF):</b> Partially Supports</p>	<p><b>Web:</b></p> <p><b>Sign Experience:</b> As noted in 1.3.2 <b>Meaningful Sequence</b>, In the Sign Experience the sequence is, by default left-to-right and top-down. The document can be opened in a PDF reader to get the correct sequence.</p> <p>Also, as noted in 1.3.1 <b>Info and Relationships</b>, once the document has been signed and submitted, any values entered into form fields will no longer be accessible to the assistive technology user (such as a screen reader). The original accessible PDF is still readable, but any added values are not.</p> <p><b>Send Experience:</b> Multiple pieces of functionality within the Send Experience are inaccessible to users without vision, as shown in 1.1.1 <b>Non-text content</b>, 1.3.1 <b>Info and Relationships</b>, 2.1.1 <b>Keyboard</b>, 2.4.3 <b>Focus Order</b>, 3.2.2 <b>On Input</b>, 3.3.2 <b>Labels or Instructions</b> and 4.1.2 <b>Name, Role, Value</b>.</p> <p><b>Admin Experience:</b> Multiple pieces of functionality within the Admin Experience are inaccessible to users without vision, as shown in 1.1.1 <b>Non-text content</b>, 1.3.1 <b>Info and Relationships</b>, 2.1.1 <b>Keyboard</b>, 2.4.3 <b>Focus Order</b> and 4.1.2 <b>Name, Role, Value</b>.</p> <p><b>Authored Content (PDF):</b> Several pieces of functionality within the product are inaccessible to users without vision, as shown in 1.3.1 <b>Info and Relationships</b>.</p>
4.2.2 Usage with limited vision	

**Web:****Sign Experience:** Partially Supports**Send Experience:** Does Not Support**Admin Experience:** Does Not Support**Authored Content (PDF):** Supports**Web:****Sign Experience:** Some pieces of functionality within the product are inaccessible to users with low vision, as shown in **1.4.3 Contrast (Minimum)** and **1.4.4 Resize Text**.**Send Experience:** Several pieces of functionality within the product are inaccessible to users with low vision, as shown in **1.4.3 Contrast (Minimum)**, **1.4.4 Resize Text**, and **2.4.3 (Focus Order)**.**Admin Experience:** Several pieces of functionality within the product are inaccessible to users with low vision, as shown in **1.4.3 Contrast (Minimum)**, **1.4.4 Resize Text**, and **2.4.3 (Focus Order)**.**Authored Content (PDF):** Authors can create content which is functional with limited vision.

## 4.2.3 Usage without perception of colour

**Web:****Sign Experience:** Partially Supports**Send Experience:** Partially Supports**Admin Experience:** Partially Supports**Authored Content (PDF):** Supports**Web:****Sign Experience:** Users who cannot perceive color will be able to use most of the product, notwithstanding the exceptions listed in **1.4.3 Contrast (Minimum)**.**Send Experience:** Users who cannot perceive color will be able to use most of the product, notwithstanding the exceptions listed in **1.4.3 Contrast (Minimum)**.**Admin Experience:** Users who cannot perceive color will be able to use most of the product, notwithstanding the exceptions listed in **1.4.3 Contrast (Minimum)**.

	<b>Authored Content (PDF):</b> Authors can create content which is functional without perception of color.
4.2.4 Usage without hearing	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> The product does not contain any audio content that requires hearing. <b>Authored Content (PDF):</b> Authors can create content which is functional without hearing.
4.2.5 Usage with limited hearing	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> The product does not contain any audio content that requires hearing. <b>Authored Content (PDF):</b> Authors can create content which is functional with limited hearing.
4.2.6 Usage without vocal capability	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> The product does not require user speech. <b>Authored Content (PDF):</b> Authors can create content which is functional without speech.
4.2.7 Usage with limited manipulation or strength	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Does Not Support <b>Admin Experience:</b> Does Not Support <b>Authored Content (PDF):</b> Supports	<b>Web:</b> <b>Sign Experience:</b> All of the Sign Experience can be used by users with limited manipulation or strength. <b>Send Experience:</b> Most functionality within the Send Experience is inaccessible to users with limited manipulation or strength, as



shown in **2.1.1 Keyboard**, **2.4.3 Focus Order** and **2.4.7 Focus Visible**.

**Admin Experience:** Most functionality within the Admin Experience is inaccessible to users with limited manipulation or strength, as shown in **2.1.1 Keyboard**, **2.4.3 Focus Order** and **2.4.7 Focus Visible**.

**Authored Content (PDF):** Authors can create content which is functional with limited manipulation or strength.

#### 4.2.8 Usage with limited reach

**Web:**

**Sign Experience:** Supports

**Send Experience:** Does Not Support

**Admin Experience:** Does Not Support

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** All of the Sign Experience can be used by users with limited reach.

**Send Experience:** Most functionality within the Send Experience is inaccessible to users with limited reach, as shown in **2.1.1 Keyboard**.

**Admin Experience:** Most functionality within the Admin Experience is inaccessible to users with limited reach, as shown in **2.1.1 Keyboard**.

**Authored Content (PDF):** Authors can create content which is functional with limited reach.

#### 4.2.9 Minimize photosensitive seizure triggers

**Web:**

**Sign Experience:** Supports

**Send Experience:** Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:** The product does not contain any flashing content.

**Authored Content (PDF):** Authors can create content which does not flash, or flashes within an acceptable threshold, in order to minimize the potential for triggering photosensitive seizures.

## 4.2.10 Usage with limited cognition

**Web:****Sign Experience:** Supports**Send Experience:** Partially Supports**Admin Experience:** Partially Supports**Authored Content (PDF):** Supports**Web:****Sign Experience:** All parts of the Sign Experience support this criterion.**Send Experience:** Some features of the Send Experience will present challenges for users with cognitive impairments, as noted in **2.4.3 Focus Order** and **3.2.2 On Input**.**Admin Experience:** Some features of the Admin Experience will present challenges for users with cognitive impairments, as noted in **2.4.3 Focus Order**.**Authored Content (PDF):** Authors can create content which is functional with limited cognition.

## 4.2.11 Privacy

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Supports**Authored Content (PDF):** Supports**Web:** The product does not contain accessibility components that compromise the privacy of the user.**Authored Content (PDF):** Authored content does not contain accessibility components that compromise the privacy of the user.**Chapter 5: Generic Requirements**

Notes:

**Conformance Level****Remarks and Explanations***5.1 Closed Functionality*

<b>5.2 Activation of accessibility features</b>	
<b>5.1.2.1 Closed functionality</b>	
See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	
See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	
<b>5.1.3.1 General</b>	
Not Applicable	The product does not have closed functionality.
<b>5.1.3.2 Auditory output delivery including speech</b>	
Not Applicable	The product does not have closed functionality.
<b>5.1.3.3 Auditory output correlation</b>	
Not Applicable	The product does not have closed functionality.

## 5.1.3.4 Speech output user control

Not Applicable

The product does not have closed functionality.

## 5.1.3.5 Speech output automatic interruption

Not Applicable

The product does not have closed functionality.

## 5.1.3.6 Speech output for non-text content

Not Applicable

The product does not have closed functionality.

## 5.1.3.7 Speech output for video information

Not Applicable

The product does not have closed functionality.

## 5.1.3.8 Masked entry

Not Applicable

The product does not have closed functionality.

## 5.1.3.9 Private access to personal data

Not Applicable

The product does not have closed functionality.

## 5.1.3.10 Non-interfering audio output

Not Applicable

The product does not have closed functionality.

5.1.3.11 Private listening	
Not Applicable	The product does not have closed functionality.
5.1.3.12 Speaker volume	
Not Applicable	The product does not have closed functionality.
5.1.3.13 Volume reset	
Not Applicable	The product does not have closed functionality.
5.1.3.14 Spoken languages	
Not Applicable	The product does not have closed functionality.
5.1.3.15 Non-visual error identification	
Not Applicable	The product does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	
Not Applicable	The product does not have closed functionality.
5.1.4 Functionality closed to text enlargement	
Not Applicable	

	The product does not have closed functionality.
5.1.5 Visual output for auditory information	
Not Applicable	The product does not have closed functionality.
<b>5.1.6 Operation without keyboard interface</b>	
<b>5.1.6.1 Closed functionality</b>	
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	The product does not have functionality that is closed to keyboards.
5.2 Activation of accessibility features	
Not Applicable	The product does not have accessibility features requiring activation.
5.3 Biometrics	
Not Applicable	The product does not rely on biological characteristics.
5.4 Preservation of accessibility information during conversion	

<b>Authored Content (PDF): Does Not Support</b>	<b>Authored Content (PDF):</b> When converting a source document to PDF, the product does not preserve most accessibility information, as shown in <b>1.3.1 Info and Relationships</b> .
<b>5.5 Operable parts</b>	
5.5.1 Means of operation	
Not Applicable	This product does not have operable parts.
5.5.2 Operable parts discernibility	
Not Applicable	This product does not have operable parts.
<b>5.6 Locking or toggle controls</b>	
5.6.1 Tactile or auditory status	
Not Applicable	This product does not have locking or toggle controls.
5.6.2 Visual status	
Not Applicable	This product does not have locking or toggle controls.
5.7 Key repeat	

Not Applicable	This product relies on platform software to supply key repeat functionality.
5.8 Double-strike key acceptance	
Not Applicable	This product does not, by itself, supply a keyboard or keypad.
5.9 Simultaneous user actions	
Not Applicable	Simultaneous user actions are not required to operate the product.

## Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

## Chapter 7: ICT with Video Capabilities

Notes:

Conformance Level	Remarks and Explanations
7.1.1 Captioning playback	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> The product does not contain any audio content within video content that would require captions. <b>Authored Content (PDF):</b> Authored content does not create any content that requires captions.
7.1.2 Captioning synchronization	



<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> The product does not contain any audio content within video content that would require captions. <b>Authored Content (PDF):</b> Authored content does not create any content that requires captions.
7.1.3 Preservation of captioning	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> The product does not contain any audio content within video content that would require captions. <b>Authored Content (PDF):</b> Authored content does not create any content that requires captions.
7.2.1 Audio description playback	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> The product does not contain video content with audio that would require being described with Audio Description. <b>Authored Content (PDF):</b> Authored content does not create any video content with audio that would require being described with Audio Description.
7.2.2 Audio description synchronization	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> The product does not contain video content with audio that would require being described with Audio Description. <b>Authored Content (PDF):</b> Authored content does not create any video content with audio that would require being described with Audio Description.

## 7.2.3 Preservation of audio description

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Supports**Authored Content (PDF):** Supports**Web:** The product does not contain video content with audio that would require being described with Audio Description.**Authored Content (PDF):** Authored content does not create any video content with audio that would require being described with Audio Description.

## 7.3 User controls for captions and audio description

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Supports**Authored Content (PDF):** Supports**Web:** The product does not contain video content with audio that would require being described with Audio Description.**Authored Content (PDF):** Authored content does not create any video content with audio that would require being described with Audio Description.**Chapter 8: Hardware**

Notes: Not Applicable

**Chapter 9: Web (see WCAG 2.x section)**

Notes:

**Chapter 10: Non-web Software**

Notes: Not Applicable

**Chapter 11: Software**

Notes:

**Conformance Level****Remarks and Explanations**

11.1.1.1 through 11.4.1.3	
See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
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	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	<b>Web:</b> The product uses the native platform accessibility APIs to expose content to assistive technologies. <b>Authored Content (PDF):</b> Authored content uses the native platform accessibility APIs to expose content to assistive technologies.
11.5.2.4 Assistive technology	
Not Applicable	This product is not assistive technology.
11.5.2.5 Object information	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Does Not Support <b>Admin Experience:</b> Does Not Support <b>Authored Content (PDF):</b> Supports	<b>Web:</b> <b>Sign Experience:</b> User interface components provide programmatic name, role, state, and value information. <b>Send Experience:</b> The Send Experience lacks role, state, and/or accessible name

information for many functional components as described in **1.3.1 Info and Relationships**, **3.3.2 Labels and Instructions** and **4.1.2 Name, Role, Value**.

**Admin Experience:** The Admin Experience lacks role, state, and/or accessible name information for many functional components as described in **1.3.1 Info and Relationships** and **4.1.2 Name, Role, Value**.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

#### 11.5.2.6 Row, column, and headers

**Web:**

**Sign Experience:** Supports

**Send Experience:** Does Not Support

**Admin Experience:** Does Not Support

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** The Sign Experience does not contain data tables.

**Send Experience:** The Send Experience does not provide appropriate programmatic or textual equivalents for most visual structure and relationships in tables, as noted in **1.3.1 Info and Relationships**.

**Admin Experience:** The Admin Experience does not provide appropriate programmatic or textual equivalents for most visual structure and relationships in tables, as noted in **1.3.1 Info and Relationships**.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

#### 11.5.2.7 Values

**Web:**

**Sign Experience:** Supports

**Send Experience:** Does Not Support

**Admin Experience:** Does Not Support

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** The values of the input controls in the Sign Experience are programmatically determinable.

**Send Experience:** The values of most input controls in the Send Experience are not

programmatically determinable, as described in **3.3.2 Labels or Instructions** and **4.1.2 Name, Role, Value**.

**Admin Experience:** The values of most input controls in the Admin Experience are not programmatically determinable, as described in **4.1.2 Name, Role, Value**.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

#### 11.5.2.8 Label relationships

**Web:**

**Sign Experience:** Supports

**Send Experience:** Partially Supports

**Admin Experience:** Supports

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** The Sign Experience conveys an accessible name of all interactive elements to assistive technology.

**Send Experience:** The Send Experience conveys an accessible name of all interactive elements to assistive technology, notwithstanding the exceptions noted in **3.3.2 Labels or Instructions**.

**Admin Experience:** The Admin Experience conveys an accessible name of all interactive elements to assistive technology.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

#### 11.5.2.9 Parent-child relationships

**Web:**

**Sign Experience:** Supports

**Send Experience:** Does Not Support

**Admin Experience:** Does Not Support

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** The Sign Experience has clear hierarchical relationships.

**Send Experience:** The Send Experience has many hierarchical relationships that are misidentified, as noted in **1.3.1 Info and Relationships**.

**Admin Experience:** The Admin Experience has many hierarchical relationships that are

	<p>misidentified, as noted in <b>1.3.1 Info and Relationships</b>.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
11.5.2.10 Text	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Supports</p> <p><b>Admin Experience:</b> Supports</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b> Text content, text attributes, and text boundaries are programmatically determinable.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
11.5.2.11 List of available actions	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Does Not Support</p> <p><b>Admin Experience:</b> Does Not Support</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b></p> <p><b>Sign Experience:</b> Actions that an object can perform are exposed.</p> <p><b>Send Experience:</b> Actions that an object can perform are generally not conveyed to assistive technologies, as noted in <b>3.3.2 Labels or Instructions</b> and <b>4.1.2 Name, Role, Value</b>.</p> <p><b>Admin Experience:</b> Actions that an object can perform are generally not conveyed to assistive technologies, as noted in <b>4.1.2 Name, Role, Value</b>.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
11.5.2.12 Execution of available actions	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Does Not Support</p> <p><b>Admin Experience:</b> Does Not Support</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b></p> <p><b>Sign Experience:</b> Actions that an object can perform are exposed .</p> <p><b>Send Experience:</b> The Send Experience does not allow assistive technology to programmatically execute actions on</p>

objects, as noted in **2.1.1 Keyboard** and **4.1.2 Name, Role, Value**.

**Admin Experience:** The Admin Experience does not allow assistive technology to programmatically execute actions on objects, as noted in **2.1.1 Keyboard** and **4.1.2 Name, Role, Value**.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

#### 11.5.2.13 Tracking of focus and selection attributes

**Web:**

**Sign Experience:** Supports

**Send Experience:** Partially Supports

**Admin Experience:** Partially Supports

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** The Sign Experience provides an indication of focus on all objects.

**Send Experience:** The Send Experience provides an indication of focus on most objects. However, as noted in **2.4.7 Focus Visible**, focus is not visible on some links and controls.

**Admin Experience:** The Admin Experience provides an indication of focus on most objects. However, as noted in **2.4.7 Focus Visible**, focus is not visible on some links and controls.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

#### 11.5.2.14 Modification of focus and selection attributes

**Web:**

**Sign Experience:** Supports

**Send Experience:** Does Not Support

**Admin Experience:** Does Not Support

**Authored Content (PDF):** Supports

**Web:**

**Sign Experience:** When a user can focus or change selection state of a control in the Sign Experience via keyboard, then the focus or selection state can also be changed programmatically.

**Send Experience:** The Send Experience does not allow a user to focus or change selection

	<p>state of a control in the product via keyboard, as noted in <b>2.1.1 Keyboard</b>.</p> <p><b>Admin Experience:</b> The Admin Experience does not allow a user to focus or change selection state of a control in the product via keyboard, as noted in <b>2.1.1 Keyboard</b>.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
11.5.2.15 Change notification	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Supports</p> <p><b>Admin Experience:</b> Supports</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b> When components in the product change their programmatic states and values, the changes are available to assistive technology.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>
11.5.2.16 Modifications of states and properties	
<p><b>Web:</b></p> <p><b>Sign Experience:</b> Supports</p> <p><b>Send Experience:</b> Does Not Support</p> <p><b>Admin Experience:</b> Does Not Support</p> <p><b>Authored Content (PDF):</b> Supports</p>	<p><b>Web:</b></p> <p><b>Sign Experience:</b> The Sign Experience does not prevent users from modifying states and properties of an object using assistive technologies when those states and properties of an object in the Sign Experience can be modified by users in general.</p> <p><b>Send Experience:</b> The Send Experience does not permit all elements to be focused using the keyboard, as noted in <b>2.1.1 Keyboard</b>.</p> <p><b>Admin Experience:</b> The Admin Experience does not permit all elements to be focused using the keyboard, as noted in <b>2.1.1 Keyboard</b>.</p> <p><b>Authored Content (PDF):</b> Authors can ensure that content meets this criterion.</p>



## 11.5.2.17 Modifications of values and text

**Web:****Sign Experience:** Partially Supports**Send Experience:** Does Not Support**Admin Experience:** Does Not Support**Authored Content (PDF):** Supports**Web:**

**Sign Experience:** The Sign Experience does not prevent users from modifying values or text of an object using assistive technologies when those states and properties of an object in the product can be modified by users in general.

However, once the document has been signed and submitted, any values entered into form fields will no longer be accessible to the assistive technology user (such as a screen reader). The original accessible PDF is still readable but any added values are not.

**Send Experience:** The Send Experience does not allow users to modify values or text of an object using assistive technologies when those states and properties of an object in the product can be modified by users in general, as noted in **2.1.1 Keyboard**.

**Admin Experience:** The Admin Experience does not allow users to modify values or text of an object using assistive technologies when those states and properties of an object in the product can be modified by users in general, as noted in **2.1.1 Keyboard**.

**Authored Content (PDF):** Authors can ensure that content meets this criterion.

## 11.6.1 User control of accessibility features

**Web:****Sign Experience:** Supports**Send Experience:** Supports**Admin Experience:** Supports**Authored Content (PDF):** Supports

The product is not platform software.

## 11.6.2 No disruption of accessibility features

<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	The product does not disrupt platform accessibility features.
11.7 User preferences	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	The product is a web application which is isolated from the underlying platform.
11.8.2 Accessible content creation	
See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section Note that PDFs must be authored in Acrobat Pro in order to be fully accessible.
11.8.3 Preservation of accessibility information in transformations	
<b>Authored Content (PDF):</b> Does Not Support	The content of an exported PDF is announced in an illogical order without appropriate semantics, as noted in <b>1.3.1 Info and Relationships</b> .
11.8.4 Repair assistance	
<b>Web:</b> <b>Sign Experience:</b> Does Not Support <b>Send Experience:</b> Does Not Support <b>Admin Experience:</b> Does Not Support <b>Authored Content (PDF):</b> Does Not Support	The product does not prompt the user to create accessible content.

11.8.5 Templates	
<b>Web:</b> <b>Sign Experience:</b> Supports <b>Send Experience:</b> Supports <b>Admin Experience:</b> Supports <b>Authored Content (PDF):</b> Supports	The product does not provide templates for authored content.

**Chapter 12: Documentation and Support Services**

Notes: Information regarding Support Documentation and Services is available in the Accessibility Conformance Report for the Adobe Help Center on the Adobe Accessibility Compliance website.

**Chapter 13: ICT Providing Relay or Emergency Service Access**

Notes: Not Applicable

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For individuals & small business	▼
For medium & large business	▼
For organizations	▼
Support	▼
Contact	▼
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