

# Pendo.io, Inc. – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version:** Pendo Customer-Facing Guides & Resource Center

**Report Date:** October 2024

**Product Description:** Pendo Guides delivers personalized in-app communication. Product, Marketing, and Support teams use Guides to create better product experiences. This means better onboarding, higher product adoption, and in-app support and growth. Pendo guides are no-code and built visually. Anyone can use them to create beautiful, personalized, and powerful in-app experiences across desktop and mobile.

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## Notes:

**Evaluation Methods Used:** Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Level A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- Chrome and NVDA

## Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA.

## WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Web: Partially Supports	Web: Most non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include: <ul style="list-style-type: none"> <li>In the resource center widget, there are elements that are announced incorrectly by a screen reader.</li> </ul>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Web: Supports	Web: The product does not contain prerecorded audio-only or video-only media.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Web: Supports	Web: The product does not contain any prerecorded synchronized media (video with audio) that requires captions.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Web: Supports	Web: The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Web: Partially Supports	Web: In some instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: <ul style="list-style-type: none"> <li>On some guide types there are headings with levels that do not match their visual level on the page.</li> <li>In the resource center widget there are modals where the focus is not getting trapped using the tab key.</li> <li>On polls with a combobox, after closing a combobox using the ESC key, the focus does not return to the element that opened the combobox.</li> </ul>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Web: Supports	Web: The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Web: Supports	Web: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.
<a href="#">1.4.1 Use of Color</a> (Level A)	Web: Supports	Web: The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.
<a href="#">1.4.2 Audio Control</a> (Level A)	Web: Supports	Web: The product does not include audio that plays automatically.
<a href="#">2.1.1 Keyboard</a> (Level A)	Web: Supports	Web: The product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Web: Supports	Web: Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Web: Supports	Web: The product does not use character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Web: Supports	Web: The product does not contain time-limited or time-dependent content.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Web: Supports	Web: The product does not contain content that moves, blinks, scrolls, or auto-updates.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Web: Supports	Web: The product does not contain flashing content.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Web: Supports	Web: The product does not contain blocks of content repeated across multiple pages that require a bypass mechanism.
<a href="#">2.4.2 Page Titled</a> (Level A)	Web: Supports	Web: Screens of the product provide titles that adequately describe their topic or purpose.
<a href="#">2.4.3 Focus Order</a> (Level A)	Web: Partially Supports	Web: In some instances, screens of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: <ul style="list-style-type: none"> <li>• In the resource center widget, there are non-interactive elements that receive focus.</li> <li>• On some guide types, the tab focus is not getting trapped within the modal.</li> </ul>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Web: Supports	Web: The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Web: Supports	Web: The product does not require multipoint or path-based gestures for operation.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Web: Supports	Web: The product ensures that functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Web: Supports	Web: The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Web: Supports	Web: The product does not contain functionality that requires device motion or user motion.
<a href="#">3.1.1 Language of Page</a> (Level A)	Web: Supports	Web: The product ensures that the default human language used on each screen can be programmatically determined.
<a href="#">3.2.1 On Focus</a> (Level A)	Web: Supports	Web: The product ensures that interface components do not initiate a change of context when receiving focus.
<a href="#">3.2.2 On Input</a> (Level A)	Web: Supports	Web: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Web: Supports	Web: The product does not contain help mechanisms.
<a href="#">3.3.1 Error Identification</a> (Level A)	Web: Supports	Web: Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Web: Partially Supports	Web: In most instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include: <ul style="list-style-type: none"> <li>• In the resource center widget there are form fields that rely on the placeholder attribute to supply their accessible name.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Web: Supports	Web: The product does not request redundant user-entered information in multi-step processes.
<a href="#">4.1.1 Parsing</a> (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Web: Partially Supports	Web: In most instances, the product contains user interface components whose name, role, state, and value can be programmatically determined, [and whose state, properties, and value, where applicable, can be programmatically set]. Exceptions include: <ul style="list-style-type: none"> <li>• In the resource center widget there are elements announced that are announced incorrectly by a screen reader.</li> </ul>



**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Web: Supports	Web: The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Web: Supports	Web: The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Web: Supports	Web: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Web: Supports	Web: The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Web: Partially Supports	Web: In most instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include: <ul style="list-style-type: none"> <li>In the badge-activated tooltip tour there is text that does not reach the minimum color contrast ratio with its background on mouse hover.</li> </ul>
<a href="#">1.4.4 Resize text</a> (Level AA)	Web: Supports	Web: The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Web: Supports	Web: Except for logos, the product uses text instead of images of text.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Web: Supports	Web: The product allows for resizing of content to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Web: Supports	Web: Visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s).
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Web: Supports	Web: The product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Web: Supports	Web: Content in the product that is triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Web: Supports	Web: Screens of the product are accessed via a process flow and do not otherwise require multiple methods of access.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Web: Supports	Web: Headings and labels provided in the product adequately describe the topic or purpose of the content with which they are associated.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Web: Supports	Web: The product provides a visible indication of keyboard focus for elements on each screen.
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Web: Supports	Web: When user interface components receive keyboard focus, they are, at minimum, partially visible.
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Web: Supports	Web: The product does not use dragging movements for interactive functionality.
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Web: Supports	Web: The size of targets in the product meet the requirements of this criterion.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Web: Supports	Web: Screens of the product present content in a single language.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Web: Supports	Web: The product does not contain navigational components that are repeated across the product.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Web: Supports	Web: The product does not contain functional components that are repeated across screens.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Web: Supports	Web: Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Web: Supports	Web: The product does not cause financial transactions or legal commitments to occur. User-controllable data is checked before submission and can be reversed or revised after submission.
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Web: Supports	Web: The product does not require an authentication process.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Web: Partially Supports	Web: In some instances, the product provides status messages that can be presented to assistive technologies without receiving focus. Exceptions include: <ul style="list-style-type: none"> <li>In the resource center widget, there is a status message that is not announced by a screen reader.</li> </ul>

**Table 3: Success Criteria, Level AAA**

Notes: Not Tested