

SigningHub Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: SigningHub 10

Report Date: April 15, 2025.

Product Description:

SigningHub 10 is an innovative digital signature and document workflow platform designed to facilitate electronic signing, sending, and management of documents. Targeted toward both businesses and individual users, this web-based application enhances operational efficiency while ensuring secure signing capabilities.

The current accessibility assessment report was generated on April 15, 2025, based on the Web Content Accessibility Guidelines (WCAG) and the Voluntary Product Accessibility Template (VPAT®) Version 2.5. This evaluation serves to determine if SigningHub 10 meets accessibility standards critical to users with disabilities.

Contact Information:

For further inquiries or support regarding the accessibility features of SigningHub 10, users can reach out via email at support@ascertia.com. This ensures users receive timely assistance in using the platform effectively.

Evaluation Methods Used:

The evaluation of SigningHub 10 employed a comprehensive approach utilizing both manual and automated testing methods. This assessment was conducted to verify conformance with the **Web Content Accessibility Guidelines (WCAG) 2.1 Level AA**, and to ensure compliance with both the **Revised Section 508 Standards of the United States** and the **European Union EN 301 549 accessibility requirements**.

Based on this evaluation, **SigningHub 10 meets the applicable accessibility requirements defined under both U.S. Section 508 and EU EN 301 549 standards.**

Note:

SigningHub 10 demonstrates **partial conformance** to the WCAG 2.1 Level AA standards. Despite supporting most success criteria, certain areas indicate the need for further enhancement, particularly regarding **contrast, input identification, and error handling**. Although media-related criteria were deemed not applicable, the overall findings suggest ongoing efforts to refine these accessibility features will further strengthen SigningHub 10's compliance profile.

The results of this evaluation not only ensure the platform begins to meet necessary standards but lays a foundational commitment towards continuously improving its usability for all users, including those with disabilities. In striving for inclusivity, the SigningHub team aims to create a robust user experience that aligns with industry best practices.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / 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 only be used in WCAG Level AAA criteria.

Detailed Results for Success Criteria, Level A

The following table summarizes the evaluation results for the Level A success criteria, incorporating clear definitions related to non-text content, sensory characteristics, orientation, and control features, among other critical areas

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Support	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	
1.3.2 Meaningful Sequence (Level A)	Partially Support	
1.3.3 Sensory Characteristics (Level A)	Partially Support	
1.4.1 Use of Color (Level A)	Partially Support	
1.4.2 Audio Control (Level A)	Not Applicable	
2.1.1 Keyboard (Level A)	Partially Support	
2.1.2 No Keyboard Trap (Level A)	Not Applicable	
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	
2.2.1 Timing Adjustable (Level A)	Partially Support	

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Partially Support	
2.3.1 Three Flashes or Below Threshold (Level A)	Partially Support	
2.4.1 Bypass Blocks (Level A)	Partially Support	
2.4.2 Page Titled (Level A)	Support	
2.4.3 Focus Order (Level A)	Partially Support	
2.4.4 Link Purpose (In Context) (Level A)	Partially Support	
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Partially Support	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Support	
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Support	
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	
3.1.1 Language of Page (Level A)	Support	
3.2.1 On Focus (Level A)	Partially Support	
3.2.2 On Input (Level A)	Partially Support	
3.3.1 Error Identification (Level A)	Support	
3.3.2 Labels or Instructions (Level A)	Support	
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Partially Support	

Detailed Results for Success Criteria, Level AA

Expanding the evaluation to capture additional requirements for enhanced accessibility, the Level AA criteria assessment covers more in-depth elements including text contrast, orientation consistency, identification of input purposes, and error-handling suggestions. The following table outlines these detailed results

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	
1.3.4 Orientation (Level AA 2.1 and 2.2)	Support	
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially Support	
1.4.3 Contrast (Minimum) (Level AA)	Partially Support	
1.4.4 Resize text (Level AA)	Partially Support	
1.4.5 Images of Text (Level AA)	Support	
1.4.10 Reflow (Level AA 2.1 and 2.2)	Support	
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Support	
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Support	
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Support	
2.4.5 Multiple Ways (Level AA)	Support	
2.4.6 Headings and Labels (Level AA)	Support	
2.4.7 Focus Visible (Level AA)	Support	
3.1.2 Language of Parts (Level AA)	Not Applicable	
3.2.3 Consistent Navigation (Level AA)	Support	
3.2.4 Consistent Identification (Level AA)	Support	
3.3.3 Error Suggestion (Level AA)	Partially Support	
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Support	

Legal Disclaimer

SigningHub 10 has undergone a rigorous evaluation process for conformance with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA and the European Union's EN 301 549 accessibility requirements. It is important to note that while the product meets most success criteria within these standards, certain areas, such as contrast, input identification, and error handling, have been identified as needing further improvements.

The results of this evaluation are based on both manual and automated testing methods, ensuring a comprehensive assessment of the platform's accessibility features. Nevertheless, due to the dynamic nature of software, continuous development means that enhancements are ongoing, aimed toward achieving better accessibility for users with disabilities.

This disclaimer underscores the commitment of SigningHub 10 to conform to accessibility standards and maintain an inclusive user experience while acknowledging the necessity of further refinements in specific areas to fully align with industry best practices.