



RDW

**WCAG 2.2 inspection level AA  
EUCARIS Webclient v75  
2024**

## Inhoudsopgave

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# 1 Introduction

At the request of the EUCARIS service team, owner of the EUCARIS WebClient v75, a study was carried out in the field of digital accessibility. During the study, the WCAG success criteria were used to determine the extent to which this website complies with WCAG 2.2 at levels A and AA.

The WCAG contains international guidelines in the field of digital accessibility. WCAG stands for Web Content Accessibility Guidelines. The WCAG 2.2 is divided into four principles:

- Observable
- Operable
- Understandable
- Robust

The principles are divided into different guidelines and these guidelines include the various success criteria. This report describes whether the website meets the requirements for each success criterion.

Meeting the requirements of digital accessibility and thus the WCAG success criteria at level A and AA is mandatory according to the European guidelines for digital accessibility (EN 301 549). WCAG 2.2 has been in existence since October 5, 2023, however, WCAG 2.2 is not yet the legal standard because it is not yet part of EN 301 549. This report has been tested using WCAG 2.2

This report provides examples of findings. When a finding is made, not all the places where that problem occurs are described. In addition, a part of the WebClient v75 was used for the study, in which not all the problems are found. It could happen that new problems may arise when solving a finding.

## 2 Conclusion

In weeks 12 and 13 of 2024, the investigation into the accessibility of the EUCARIS WebClient v75 website took place. The sample also included a page of the WebClient v80. For this study, the WCAG 2.2 standard at level AA was used.

At the moment, not all success criteria are met. With the help of the findings from this report, improvements can be made. Currently, the website meets 40 of the 55 success criteria for WCAG 2.2, Level A and AA. Based on the results, the EUCARIS webclient is granted with a status B.

The findings described in this report contain one or more examples: If a finding is made, not all pages where that problem occurs are described.

The EUCARIS WebClient already fulfils many of the success criteria. In particular, the WebClient still has accessibility problems in terms of color contrasts and keyboard focus.

## 3 Results

This chapter provides an overview of all WCAG 2.2 success criteria at levels A and AA, divided into the four principles: Perceivable, Operable, Understandable, and Robust. In this overview, no explanation is given if a success criterion does not suffice, the explanation can be found in the next chapter.

### 3.1 Overview results

Scores	
	Complies with 40 of 55 success criteria.
<b>Perceivable</b>	14/20
<b>Operable</b>	14/20
<b>Understandable</b>	10/13
<b>Robust</b>	2/2

#### Perceivable

SC	Description	Level	Result
<b>1.1.1</b>	<b>Non-text content</b>	A	<b>Doesn't comply</b>
<b>1.2.1</b>	Audio-only and video-only (prerecorded)	A	Not applicable
<b>1.2.2</b>	Captions (prerecorded)	A	Not applicable
<b>1.2.3</b>	Audio description or media alternative (prerecorded)	A	Not applicable
<b>1.2.4</b>	Captions (live)	AA	Not applicable
<b>1.2.5</b>	Audio description (prerecorded)	AA	Not applicable
<b>1.3.1</b>	<b>Info and relationships</b>	<b>A</b>	<b>Doesn't comply</b>
<b>1.3.2</b>	Meaningful sequence	A	Complies
<b>1.3.3</b>	Sensory characteristics	A	Complies
<b>1.3.4</b>	Orientation	AA	Complies
<b>1.3.5</b>	Identify input purpose	AA	Not applicable
<b>1.4.1</b>	Use of color	A	Not applicable
<b>1.4.2</b>	Audio control	A	Not applicable
<b>1.4.3</b>	<b>Contrast (minimum)</b>	<b>AA</b>	<b>Doesn't comply</b>
<b>1.4.4</b>	<b>Resize text</b>	<b>AA</b>	<b>Doesn't comply</b>
<b>1.4.5</b>	Images of text	AA	Complies
<b>1.4.10</b>	<b>Reflow</b>	<b>AA</b>	<b>Doesn't comply</b>
<b>1.4.11</b>	<b>Non-text Contrast</b>	<b>AA</b>	<b>Doesn't comply</b>
<b>1.4.12</b>	Text Spacing	AA	Complies
<b>1.4.13</b>	Content on hover or focus	AA	Not applicable

## Operable

SC	Omschrijving	Niveau	Result
<b>2.1.1</b>	<b>Keyboard</b>	<b>A</b>	<b>Doesn't comply</b>
<b>2.1.2</b>	No keyboard trap	A	Complies
<b>2.1.4</b>	Character Key Shortcuts	A	Not applicable
<b>2.2.1</b>	Timing adjustable	A	Not applicable
<b>2.2.2</b>	Pause, stop, hide	A	Not applicable
<b>2.3.1</b>	Three flashes or below threshold	A	Not applicable
<b>2.4.1</b>	<b>Bypass Blocks</b>	<b>A</b>	<b>Doesn't comply</b>
<b>2.4.2</b>	<b>Page Titled</b>	<b>A</b>	<b>Doesn't comply</b>
<b>2.4.3</b>	Focus order	A	Complies
<b>2.4.4</b>	Link purpose (in context)	A	Complies
<b>2.4.5</b>	<b>Multiple Ways</b>	<b>AA</b>	<b>Doesn't comply</b>
<b>2.4.6</b>	Headings and Labels	AA	Complies
<b>2.4.7</b>	<b>Focus visible</b>	<b>AA</b>	<b>Doesn't comply</b>
<b>2.4.11</b>	Focus not obscured (minimum)	AA	Complies
<b>2.5.1</b>	Pointer gestures	A	Not applicable
<b>2.5.2</b>	Pointer Cancellation	A	Complies
<b>2.5.3</b>	<b>Label in name</b>	<b>A</b>	<b>Doesn't comply</b>
<b>2.5.4</b>	Motion Actuation	A	Not applicable
<b>2.5.7</b>	Dragging movements	AA	Not applicable
<b>2.5.8</b>	Target size (minimum)	AA	Complies

## Understandable

SC	Omschrijving	Niveau	Result
<b>3.1.1</b>	Language of page	A	Complies
<b>3.1.2</b>	Language of parts	AA	Not applicable
<b>3.2.1</b>	On focus	A	Complies
<b>3.2.2</b>	On input	A	Complies
<b>3.2.3</b>	Consistent navigation	AA	Complies
<b>3.2.4</b>	Consistent identification	AA	Complies
<b>3.2.6</b>	Consistent help	A	Not applicable
<b>3.3.1</b>	<b>Error identification</b>	<b>A</b>	<b>Doesn't comply</b>
<b>3.3.2</b>	<b>Labels or instructions</b>	<b>A</b>	<b>Doesn't comply</b>
<b>3.3.3</b>	<b>Error suggestion</b>	<b>AA</b>	<b>Doesn't comply</b>
<b>3.3.4</b>	Error prevention (legal, financial, data)	AA	Not applicable
<b>3.3.7</b>	Redundant entry	A	Complies
<b>3.3.8</b>	Accessible Authentication (minimum)	AA	Not applicable

## Robust

SC	Omschrijving	Niveau	Result
<b>4.1.2</b>	Name, role, value	A	Complies
<b>4.1.3</b>	Status messages	AA	Complies

### 3.2 Findings Principle 1: Perceivable

All information and elements on a website must be accessible and used by everyone, regardless of the disability.

#### *Guideline 1.1 – Text alternatives*

An element that has no text can be made accessible by adding a text alternative (alt text). Assistive technology can then ensure that this text is converted into a view that is suitable for different disabilities.

#### Successcriterion 1.1.1 – Non-textual content

##### Level A

Informational images and videos should have a textual alternative..

##### Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

On the various pages, the menu, settings and printer buttons do not have a text-altering device, and the text-to-speech software cannot correctly read out what is meant by these icons.

The alt text of the EUCARIS logo is 'image'. This is not descriptive, a better alt text would be: "Eucaris logo, go back to homepage".

On the Administrative page there are buttons for editing and deleting, a plus button and a list button, there is no alt text for this. Text-to-speech software will read 'button' aloud. On this page there are also button pins with which you can go to the next page with results, where the reading software will now only read out the number on the button.

The input fields for the date on the search page of Personal Info do not contain any alternative text, it is not clear what you have to fill in where.

#### *Guideline 1.3 – Adaptable*

Content should be able to be presented in different ways. All essential information and structure of the website must be retained.

#### Successcriterion 1.3.1 – Info and relationships

##### Level A

The code clearly states the relationship between the different parts of an application or web page, such as texts, headings, paragraphs and lists.

##### Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

On the RSI Notification page and the Send Vhr Not overview page it seems that headings are used, however, in the code this is not seen (for example there is no h6 heading at "Registration certificate (old)").

*Guideline 1.4 – Distinguishable*

Users need to be able to hear and see content.

Succescriterion 1.4.3 – Contrast (minimum) of text

Level AA

Contrast between foreground and background colors should be at least 4.5:1. Large text must meet a contrast ratio of 3.0:1.

Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

On the homepage of the webclient, the text on the 'About Eucaris' button does not meet the stated color contrasts (2.6:1, which should be 4.5:1).

The placeholder text on the Check good repute page does not suffice (1.7:1, should also be 4.5:1). On the RSI notification create page, the placeholder text at 'Select' is fine.

On the Check Good Repute page, the text in the input field (generated ID) is not of sufficient contrast (2.6:1 instead of 4.5:1).

Succescriterion 1.4.4 – Resize text

Level AA

Text should be able to be enlarged by up to 200%, while the readability and functionality should remain the same.

Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

A table can be seen on the User Profile Administrative page, among other things. When the text is enlarged by 200%, the table is no longer fully visible on the page. With a table, you can scroll horizontally to make everything visible. That is not possible on this page.

Succescriterion 1.4.10 – Reflow

Level AA

Websites and applications must be responsive, so that they always remain within the width of the screen and the user does not miss any information.

Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

A table can be seen on the User Profile Administrative page, among other things. When the text is enlarged by 400%, the table is no longer fully visible on the page. With a table, you can scroll horizontally to make everything visible. That is not possible on this page. On the page where you can download the statistics report you can scroll horizontally.

The previous button is no longer fully readable and visible on both pages.



Succesriterion 1.4.11 – Non-text contrast

Level AA

All elements, such as buttons, texts, and input fields, must have sufficient color consistency (3.0:1).

Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

On all pages you can see 2 icons at the top right, these do not have enough contrast (2.8:1, this should be 3.0:1). The menu button also has insufficient contrast (2.7:1 instead of 3.0:1). The edges of the input fields have too low a contrast with the inside and outside (1.2:1 without focus, with focus 2.7:1). This also applies to the checkboxes and buttons (e.g. on the search page for Personal Info.).

The sliders on the Check Good Repute page do not meet the contrast requirements both selected and unselected. The checkbox border does meet the requirements when selected, as soon as it is selected, the contrast is too low.

### 3.3 Findings Principle 2: Operable

#### *Guideline 2.1 – Keyboard accessible*

Websites and applications must be able to be operated entirely with the keyboard.

Succesriterion 2.1.1 – Keyboard

Level A

All parts of a website and application can be accessed and operated with the keyboard.

Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

On all pages, you don't get to the settings icon when using the keyboard. This is only possible on the Check Good Repute page.

On the Rsi Notification create page, you can't get to the plus button with the keyboard and it's unclear what exactly happens.

On the statistics download report page you can't change the country, both with the keyboard and the mouse the button with the down arrow doesn't work to expand it. You can't change the start and until month with the keyboard, you can reset it, but you can't set it to a different month.

#### *Guideline 2.4 – Navigable*

A good structure of a website and application ensures that users can easily navigate and find information.

Succesriterion 2.4.1 – Bypass blocks

Level A

Items that are repeated on different pages (such as a navigation menu) must be skippable by means of a skip link, for example.

Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

There is no skip link on any of the pages. Also, the first tab on the different pages is different. Sometimes you end up on the left side of the menu, sometimes you end up at the input fields.

Succesriterion 2.4.2 – Page Titled

Level A

Every web page should have a title that clearly describes the content.

Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

Each page has the title 'EUCARIS'. Provide a clearly descriptive unique title for the different pages.

Succesriterion 2.4.5 – Multiple Ways

Level AA

Each web page can be accessed in at least two ways. For example, via the menu and the search function.

Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

There is no search bar or other search mechanism, so you can easily reach the same page in at least two ways.

Succesriterion 2.4.7 – Focus visible

Level AA

When navigating with the keyboard, it must be clear which part has the focus.

Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

It is not always clear where the keyboard focus is on almost all pages, sometimes the contrast is very low, but sometimes there seems to be no focus visible at all.

*Guideline 2.5 – Input modalities*

A website and application must be operable by different pointing devices. A pointing device is an input device, such as a keyboard, mouse, and touchscreen.

Succesriterion 2.5.3 – Label in name

Level A

Elements on a website or application that use a label should have text that makes the purpose clear.

Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

On the Search By Personal Info page you can enter a date, using 3 input fields. However, there is no label that makes the purpose of the input field clear. When using, for example, a screen reader, it is not clear what you have to fill in where.

On the Search By Vin Hit No Hit page there are several checkboxes with a country name, when you tab through them with the keyboard and text-to-speech software you don't know what the checkboxes are for. It only reads "checkbox, not checked", but not which country belongs to it.

### 3.4 Findings Principle 3: Understandable

All information and elements on a website must be understandable by everyone and it must be understandable how it works, regardless of the disability.

#### *Guideline 3.3 – Input Assistance*

Help users avoid mistakes and correct them where necessary.

Succesriterion 3.3.1 – Error identification

Level A

In the case of an incorrectly entered input field, it must be clear where the error is and what is wrong.

Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

On several pages there are several input fields mandatory, however, if you do not enter anything here you will get the message "xxx is required". This is an instruction and not an error message. This happens, for example, on the RSI Notification create page. For this Success Criterion, if something has not been entered or has been entered incorrectly, this must be shown with a clear error message. An instruction is not an error message.

Succesriterion 3.3.2 – Labels or instructions

Level A

For each input field, a label or instruction must be made clear what must be entered in the input field.

Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

On a number of pages, e.g. the Rsi Notification Create page, the format is displayed in placeholder text. This will disappear as soon as you start typing. It's better not to display it

as placeholder text, as it does on the Search By Personal Info Search page. A placeholder text does not suffice as a label or instruction.

\* is used to indicate that something is a required field, but it is not indicated that the \* is used for that purpose.

Success criterion 3.3.3 – Error suggestion

Level AA

If the input field is entered incorrectly, show where the error is and, if possible, give a suggestion to correct the error.

Result



Doesn't comply: The researched set of pages doesn't comply to this success criterion.

On pages Rsi Notification Create and the File Overview page of Hit No Hit Responses, among others, you will be asked for a date and a time. If you don't fill this in the correct format, as the placeholder text indicates, it will not be clear from the error suggestion what is going wrong and how it can be improved. Because a placeholder text does not suffice as a label or instruction, this error message is incomplete.