Statement of Conformance

Atmail webmail site

Date of issue: 5 Oct 2022

Intopia Pty Ltd conducted an accessibility evaluation of the Atmail webmail site against WCAG 2.1 Level A and AA for Atmail.

The Statement of Conformance describes the conformance of the **Atmail webmail site** with the Web Content Accessibility Guidelines (WCAG) 2.1[1] at 5 Oct 2022. WCAG 2.1 is the recognised international benchmark for web accessibility and is recommended by the Australian Human Rights Commission (see World Wide Web Access: Disability Discrimination Act Advisory Notes[2]).

Based on this evaluation, the content tested (see scope of testing) on the Atmail webmail site **fully meets** WCAG 2.1 level A and AA. The results of the evaluation are detailed in WCAG 2.1 conformance by Success Criteria on page 3.

This statement is correct at the time of publication (5 Oct 2022) and:

- does not include any content outside the scope of testing
- does not cover any updates or maintenance that have been or will be performed on the site since testing, or any changes made during re-testing other than those that directly fix issues that Intopia Pty Ltd identified
- are according to our interpretation of WCAG 2.1

About the review

The evaluation process is based on the W3C's Conformance Evaluation method as described in Website Accessibility Conformance Evaluation Methodology (WCAG-EM) 1.0[3].

Testing was performed on the Atmail webmail site at https://preview.yourmailcloud.com between 28 Oct 2021 - 12 Jul 2022.

- Intopia tested the content in the scope of testing between 28 Oct 2021 - 12 Jul 2022. Atmail worked tirelessly over an extended period to address all WCAG 2.1 issues found.
- Intopia retested the issues to verify issues had been fixed appropriately between 13 Dec 2021 - 29 Aug 2022.

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[1] https://www.w3.org/TR/WCAG21

[2] https://www.humanrights.gov.au/world-wide-web-access-disability-discrimination-act-advisory-notes-ver-41-2014

[3] https://www.w3.org/TR/WCAG-EM

Scope of testing

A sample of pages that reflects different types of content, functionality and processes was chosen in consultation with Atmail for the evaluation. The Statement of Conformance only applies to these pages, although this does not preclude other pages on the Atmail webmail site from meeting WCAG 2.1 Level A and AA.

Sample set of pages tested:

- Login and 'forgot password'
- Mail – Inbox
  - View email
  - Reply to, Forward, and Compose email
  - Add to contacts
  - Add a folder
  - Search and Advanced Search
- Contacts
  - View, Edit, Add, and Export contact/s
- Calendar
  - Day/Week/Month view (as at time of first testing, Oct 2021)
  - About
  - View calendar event details
  - Create calendar event
- Meeting invitations
  - View and accept in email view, calendar view
- Tasks
  - View and Complete task
  - Mark task as Important
- My Files
  - View file
- Settings – Accounts
  - View settings
  - Edit 2FA
  - Manage and generate app-specific passwords
  - Edit security questions
  - Change password
- Settings – Theme
  - Change theme
- Settings – Mail
  - View mail settings
- Settings – Calendar
  - View calendar settings
- Help Centre
  - View accounts page

WCAG 2.1 conformance target

The conformance target for the Atmail webmail site is WCAG 2.1 Level A and AA.

See Appendix B: Understanding WCAG 2.1 conformance requirements for a description of the five requirements that must be met for content to be classified as 'conforming' to WCAG 2.1.

Technologies relied upon

A technology is relied upon if the content would not conform to WCAG 2.1 to the target level if that technology is turned off or is not supported.

The technologies that are used and relied upon are:

- HTML
- CSS
- JavaScript
- WAI-ARIA
- DOM

The following assistive technologies, web browsers and user agents were used during testing:

- JAWS 2020 with Chrome (latest) on PC running Windows 10
- VoiceOver with Safari on iOS (latest)

WCAG 2.1 conformance by Success Criteria

The following is a summary of the current state of Conformance of the Atmail webmail site website at the time of issue. See Appendix C: Conformance levels for conformance level definitions.

Principle 1: Perceivable

Information and user interface components must be presentable to users in ways they can perceive.

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.

Success Criteria	Result	Remarks and explanations
1.1.1 Non-Text Content	Satisfied	

Guideline 1.2 Time-based Media

Provide alternatives for time-based media.

Success Criteria	Result	Remarks and explanations
1.2.1 Audio-only and Video-only (Prerecorded)	Not applicable	
1.2.2 Captions (Prerecorded)	Not applicable	
1.2.3 Audio Description or Media Alternative	Not applicable	
1.2.4 Captions (Live)	Not applicable	
1.2.5 Audio Description (Prerecorded)	Not applicable	

Guideline 1.3 Adaptable

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

Success Criteria	Result	Remarks and explanations
1.3.1 Info and Relationships	Satisfied	
1.3.2 Meaningful Sequence	Satisfied	

1.3.3 Sensory Characteristics	Satisfied	
1.3.4 Orientation	Satisfied	
1.3.5 Identify Input Purpose	Satisfied	

Guideline 1.4 Distinguishable

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

Success Criteria	Result	Remarks and explanations
1.4.1 Use of Color	Satisfied	
1.4.2 Audio Control	Satisfied	
1.4.3 Contrast (Minimum)	Satisfied	
1.4.4 Resize text	Satisfied	
1.4.5 Images of Text	Satisfied	
1.4.10 Reflow	Satisfied	
1.4.11 Non-text Contrast	Satisfied	
1.4.12 Text Spacing	Satisfied	
1.4.13 Content on Hover or Focus	Satisfied	

Principle 2: Operable

User interface components and navigation must be operable.

Guideline 2.1 Keyboard Accessible

Make all functionality available from a keyboard.

Success Criteria	Result	Remarks and explanations
2.1.1 Keyboard	Satisfied	
2.1.2 No Keyboard Trap	Satisfied	
2.1.4 Character Key Shortcuts	Satisfied	

Guideline 2.2 Enough Time

Provide users enough time to read and use content.

Success Criteria	Result	Remarks and explanations
2.2.1 Timing Adjustable	Satisfied	
2.2.2 Pause, Stop, Hide	Satisfied	

Guideline 2.3 Seizures and Physical Reactions

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

Success Criteria	Result	Remarks and explanations
2.3.1 Three Flashes or Below Threshold	Satisfied	

Guideline 2.4 Navigable

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

Success Criteria	Result	Remarks and explanations
2.4.1 Bypass Blocks	Satisfied	
2.4.2 Page Titled	Satisfied	
2.4.3 Focus Order	Satisfied	
2.4.4 Link Purpose (In Context)	Satisfied	
2.4.5 Multiple Ways	Satisfied	
2.4.6 Headings and Labels	Satisfied	

2.4.7 Focus Visible	Satisfied	

Guideline 2.5 Input Modalities

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

Success Criteria	Result	Remarks and explanations
2.5.1 Pointer Gestures	Satisfied	
2.5.2 Pointer Cancellation	Satisfied	
2.5.3 Label in Name	Satisfied	
2.5.4 Motion Actuation	Not applicable	

Principle 3: Understandable

Information and the operation of user interface must be understandable.

Guideline 3.1 Readable

Make text content readable and understandable.

Success Criteria	Result	Remarks and explanations
3.1.1 Language of Page	Satisfied	
3.1.2 Language of Parts	Satisfied	

Guideline 3.2 Predictable

Make Web pages appear and operate in predictable ways.

Success Criteria	Result	Remarks and explanations
3.2.1 On Focus	Satisfied	
3.2.2 On Input	Satisfied	
3.2.3 Consistent Navigation	Satisfied	
3.2.4 Consistent Identification	Satisfied	

Guideline 3.3 Input Assistance

Help users avoid and correct mistakes.

Success Criteria	Result	Remarks and explanations
3.3.1 Error Identification	Satisfied	
3.3.2 Labels or Instructions	Satisfied	
3.3.3 Error Suggestion	Satisfied	
3.3.4 Error Prevention (Legal, Financial, Data)	Satisfied	

Principle 4: Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Guideline 4.1 Compatible

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

Success Criteria	Result	Remarks and explanations
4.1.1 Parsing	Satisfied	
4.1.2 Name, Role, Value	Satisfied	
4.1.3 Status Messages	Satisfied	

Appendix A: Contacts

Intopia contact

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Appendix B: Understanding WCAG 2.1 conformance requirements

There are five requirements that must be met for content to be classified as 'conforming' to WCAG 2.1 (ref: Understanding WCAG 2.1: Understanding Conformance[4]).

Conformance requirement 1

1. Conformance Level: One of the following levels of conformance is met in full.

- Level A: For Level A conformance (the minimum level of conformance), the Web page satisfies all the Level A Success Criteria, or a conforming alternate version is provided.
- Level AA: For Level AA conformance, the Web page satisfies all the Level A and Level AA Success Criteria, or a Level AA conforming alternate version is provided.
- Level AAA: For Level AAA conformance, the Web page satisfies all the Level A, Level AA and Level AAA Success Criteria, or a Level AAA conforming alternate version is provided.

Conformance requirement 2

2. Full pages: Conformance (and conformance level) is for full Web page(s) only, and cannot be achieved if part of a Web page is excluded.

Conformance requirement 3

3. Complete processes: When a Web page is one of a series of Web pages presenting a process (i.e., a sequence of steps that need to be completed in order to accomplish an activity), all Web pages in the process conform at the specified level or better. (Conformance is not possible at a particular level if any page in the process does not conform at that level or better.)

Conformance requirement 4

4. Only Accessibility-Supported Ways of Using Technologies: Only accessibility-supported ways of using technologies are relied upon to satisfy the success criteria. Any information or functionality that is provided in a way that is not accessibility supported is also available in a way that is accessibility supported. (See Understanding accessibility support.)

Conformance requirement 5

5. Non-Interference: If technologies are used in a way that is not accessibility supported, or if they are used in a non-conforming way, then they do not block the ability of users to access the rest of the page. In addition, the Web page as a whole continues to meet the conformance requirements under each of the following conditions:

- when any technology that is not relied upon is turned on in a user agent,

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[4] https://www.w3.org/TR/UNDERSTANDING-WCAG20/conformance.html

- when any technology that is not relied upon is turned off in a user agent, and
- when any technology that is not relied upon is not supported by a user agent

In addition, the following success criteria apply to all content on the page, including content that is not otherwise relied upon to meet conformance, because failure to meet them could interfere with any use of the page:

- 1.4.2 - Audio Control,
- 2.1.2 - No Keyboard Trap,
- 2.3.1 - Three Flashes or Below Threshold, and
- 2.2.2 - Pause, Stop, Hide.

Appendix C: Conformance levels

Success criteria conformance levels used in this document are adapted from the Voluntary Product Accessibility Template (VPAT) published by the Information Technology Industry Council.

Satisfied: The site has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

Partially satisfied: Some functionality of the site does not meet the criterion.

Not satisfied: The majority of site functionality does not meet the criterion.

Not applicable: The criterion is not relevant to the site.

Not evaluated: The site has not been evaluated against the criterion.