TEST REPORT · ACCESSIBILITY (WCAG 2.2 AA)

DOES NOT CONFORM · 13 CRITERIA FAIL

Acme Ledger web app and customer portal

Standard	WCAG 2.2 Level A and AA (55 success criteria)
Scope	8 key screens: Login, Dashboard, Invoice list, Invoice editor, Customer page, Reports, Portal invoice, Portal payment
Method	Automated scan (axe-core) + manual review of every criterion
Assistive tech	NVDA 2024.4 + Firefox, VoiceOver + Safari (macOS, iOS), keyboard only, 200% and 400% zoom, Windows high contrast
Build	Staging 4.2.0-rc3
Tested	19 Oct 2026 – 21 Oct 2026
Auditor	Tomasz Kordiak

Contents

1. Summary
2. Results overview
3. Defects
4. Observations
5. Top issues in detail
6. WCAG 2.2 criteria
7. All issues
8. Issues by page
9. Automated scan (axe)
10. Assistive technology walkthroughs
11. Fix plan
12. Scope and method

Summary

The app does not yet conform to WCAG 2.2 AA: 13 of 55 criteria fail on at least one screen. One issue is critical: keyboard and screen reader users cannot create an invoice because the date picker only works with a mouse (A11Y-01).

The customer portal is in better shape: a screen reader user can find and pay an invoice. Most issues come from shared components, so fixing 10 components resolves about 80% of the issues found.

Why it matters

Accessibility problems are usability problems too: the form-error issue also slowed down sighted users in the usability tests (UX-04).

Results overview

35	13	7	28	1
Criteria pass	Criteria fail	Not applicable	Issues found	Critical

8
Serious



Defects one Jira ticket per component

KEY	SUMMARY	SEVERITY	STATUS	COMPONENT	FOUND BY	OWNER	CREATED
ACME-541	Accessibility: DatePicker component (A11Y-01)	Critical	Open	DatePicker	A11Y-01	Frontend	21 Oct
ACME-542	Accessibility: Select component (A11Y-02, 03)	High	Open	Select	A11Y-02	Frontend	21 Oct
ACME-543	Accessibility: IconButton component (A11Y-04, 21)	High	Open	IconButton	A11Y-04	Frontend	21 Oct
ACME-544	Accessibility: FormField component (A11Y-05, 06, 07)	High	Open	FormField	A11Y-05	Frontend	21 Oct
ACME-545	Accessibility: Theme component (A11Y-08, 10, 23)	High	Open	Theme	A11Y-08	Frontend	21 Oct

KEY	SUMMARY	SEVERITY	STATUS	COMPONENT	FOUND BY	OWNER	CREATED
ACME-546	Accessibility: Chart component (A11Y-09, 18, 22, 28)	High	Open	Chart	A11Y-09	Frontend	21 Oct
ACME-547	Accessibility: LineItems component (A11Y-11, 16)	Medium	Open	LineItems	A11Y-11	Frontend	21 Oct
ACME-548	Accessibility: Portal theme component (A11Y-13, 14)	Medium	Open	Portal theme	A11Y-13	Frontend	21 Oct
ACME-549	Accessibility: Toast component (A11Y-19, 20)	Medium	Open	Toast	A11Y-19	Frontend	21 Oct
ACME-550	Accessibility: DataTable component (A11Y-12, 26, 27)	Medium	Open	DataTable	A11Y-12	Frontend	21 Oct

Observations

ID	AREA	OBSERVATION	IMPACT	SUGGESTED ACTION
OBS-01	Positive	Page titles, language, headings on most pages and skip links are in place.	Positive	–
OBS-02	Components	Most issues come from 10 shared components; fixing them resolves about 80% of instances.	Effort	Fix components, not pages.
OBS-03	Automation	axe found 41 violations; manual review found the critical keyboard issue and 9 others axe can't detect.	Info	Keep both automated checks and manual walkthroughs.
OBS-04	Portal	The portal is in better shape than the back office: a screen reader user can pay an invoice.	Positive	Prioritise the back office.

ID	AREA	OBSERVATION	IMPACT	SUGGESTED ACTION
`OBS-05`	Legal	The European Accessibility Act has applied to many consumer-facing digital services in the EU since 28 June 2025.	Info	Whether it applies to Acme is a legal question; this report gives the technical picture.
`OBS-06`	Process	Designs in Figma have no focus states or error states.	Root cause	Add them to the design system.

Top issues in detail

Critical `A11Y-01` **Date picker can't be used with a keyboard**

WCAG	2.1.1 Keyboard (A)
Where	Invoice editor (issue and due date), recurring schedule
Observed	The calendar opens on click only; arrow keys do nothing and the field is read-only. Keyboard and screen reader users cannot create an invoice.
Fix	Allow typing the date (format shown), or use the ARIA date picker dialog pattern.

High `A11Y-02` **Custom dropdowns have no role or state**

WCAG	4.1.2 Name, Role, Value (A)
Observed	NVDA announces 'clickable' with no name; expanded state not exposed; options not reachable with arrow keys.
Fix	Native `<select>` or the ARIA combobox pattern.

High `A11Y-05` **Form errors shown only by a red border**

WCAG	3.3.1 Error Identification (A), 1.4.1 Use of Color (A)
Fix	Text error linked with `aria-describedby`, `aria-invalid="true"`, focus on the first error.

High `A11Y-08` **Secondary text and placeholders have low contrast**

WCAG	1.4.3 Contrast (Minimum) (AA)
Observed	`#9CA3AF` on white: 2.5:1 (needs 4.5:1), on every page.
Fix	`#6B7280` (4.8:1) or darker.

WCAG 2.2 criteria 35 pass · 13 fail · 7 n/a

CRITERION	NAME	LEVEL	RESULT	ISSUES / NOTE
1.1.1	Non-text Content	A	Fail	`A11Y-04` `A11Y-18` `A11Y-24`
1.2.1	Audio-only and Video-only (Prerecorded)	A	N/A	No audio or video
1.2.2	Captions (Prerecorded)	A	N/A	No video
1.2.3	Audio Description or Media Alternative (Prerecorded)	A	N/A	No video
1.2.4	Captions (Live)	AA	N/A	No live media
1.2.5	Audio Description (Prerecorded)	AA	N/A	No video
1.3.1	Info and Relationships	A	Fail	`A11Y-16` `A11Y-17` `A11Y-26`
1.3.2	Meaningful Sequence	A	Pass	–
1.3.3	Sensory Characteristics	A	Pass	–
1.3.4	Orientation	AA	Pass	–
1.3.5	Identify Input Purpose	AA	Pass	–
1.4.1	Use of Color	A	Pass	–
1.4.2	Audio Control	A	N/A	No audio
1.4.3	Contrast (Minimum)	AA	Fail	`A11Y-08` `A11Y-09` `A11Y-23`
1.4.4	Resize Text	AA	Pass	–
1.4.5	Images of Text	AA	Pass	–
1.4.10	Reflow	AA	Fail	`A11Y-11` `A11Y-12`
1.4.11	Non-text Contrast	AA	Fail	`A11Y-10` `A11Y-28`
1.4.12	Text Spacing	AA	Pass	–
1.4.13	Content on Hover or Focus	AA	Pass	–

CRITERION	NAME	LEVEL	RESULT	ISSUES / NOTE
2.1.1	Keyboard	A	Fail	`A11Y-01` `A11Y-27`
2.1.2	No Keyboard Trap	A	Pass	–
2.1.4	Character Key Shortcuts	A	Pass	–
2.2.1	Timing Adjustable	A	Pass	–
2.2.2	Pause, Stop, Hide	A	Pass	–
2.3.1	Three Flashes or Below Threshold	A	Pass	–
2.4.1	Bypass Blocks	A	Pass	–
2.4.2	Page Titled	A	Pass	–
2.4.3	Focus Order	A	Pass	–
2.4.4	Link Purpose (In Context)	A	Pass	–
2.4.5	Multiple Ways	AA	Pass	–
2.4.6	Headings and Labels	AA	Pass	–
2.4.7	Focus Visible	AA	Fail	`A11Y-13` `A11Y-14`
2.4.11	Focus Not Obscured (Minimum)	AA	Fail	`A11Y-15`
2.5.1	Pointer Gestures	A	Pass	–
2.5.2	Pointer Cancellation	A	Pass	–
2.5.3	Label in Name	A	Pass	–
2.5.4	Motion Actuation	A	N/A	No motion input
2.5.7	Dragging Movements	AA	Pass	–
2.5.8	Target Size (Minimum)	AA	Fail	`A11Y-21` `A11Y-22`
3.1.1	Language of Page	A	Pass	–
3.1.2	Language of Parts	AA	Pass	–
3.2.1	On Focus	A	Pass	–
3.2.2	On Input	A	Pass	–

CRITERION	NAME	LEVEL	RESULT	ISSUES / NOTE
3.2.3	Consistent Navigation	AA	Pass	–
3.2.4	Consistent Identification	AA	Pass	–
3.2.6	Consistent Help	A	Pass	–
3.3.1	Error Identification	A	Fail	`A11Y-05` `A11Y-06`
3.3.2	Labels or Instructions	A	Pass	–
3.3.3	Error Suggestion	AA	Fail	`A11Y-07`
3.3.4	Error Prevention (Legal, Financial, Data)	AA	Pass	–
3.3.7	Redundant Entry	A	Pass	–
3.3.8	Accessible Authentication (Minimum)	AA	Pass	–
4.1.2	Name, Role, Value	A	Fail	`A11Y-02` `A11Y-03` `A11Y-25`
4.1.3	Status Messages	AA	Fail	`A11Y-19` `A11Y-20`

All issues 28 issues

ID	PAGE	WCAG	IMPACT	ISSUE	COMPONENT	FIX
`A11Y-01`	Invoice editor	2.1.1	Critical	Date picker opens on click only; field is read-only	DatePicker	Allow typing; ARIA date picker dialog pattern
`A11Y-02`	Invoice editor	4.1.2	Serious	Customer selector has no role, name or expanded state	Select	Native select or ARIA combobox
`A11Y-03`	Invoice editor	4.1.2	Serious	Currency and VAT selectors not reachable with arrow keys	Select	Same component fix as A11Y-02
`A11Y-04`	Invoice list	1.1.1	Serious	Row action icons (download, duplicate, delete) have no name	IconButton	aria-label with invoice number

ID	PAGE	WCAG	IMPACT	ISSUE	COMPONENT	FIX
`A11Y-05`	Invoice editor	3.3.1	Serious	Errors shown only by a red border	FormField	Text error linked with aria-describedby; aria-invalid
`A11Y-06`	Customer page	3.3.1	Serious	Same form error pattern on customer form	FormField	Same component fix
`A11Y-07`	Invoice editor	3.3.3	Serious	No suggestion for invalid VAT number or IBAN	FormField	Explain the expected format
`A11Y-08`	All pages	1.4.3	Serious	Grey secondary text #9CA3AF on white (2.5:1)	Theme	Use #6B7280 (4.8:1) or darker
`A11Y-09`	Reports	1.4.3	Serious	Chart axis labels 2.8:1	Chart	Darker label colour
`A11Y-10`	Invoice editor	1.4.11	Moderate	Input borders 1.9:1 against background	Theme	Border colour with ≥ 3:1
`A11Y-11`	Invoice editor	1.4.10	Moderate	Line items need horizontal scrolling at 320 px	LineItems	Stack lines as cards below 600 px
`A11Y-12`	Reports	1.4.10	Moderate	Report table cut off at 400% zoom	DataTable	Scrollable region with caption, or reflow
`A11Y-13`	Portal invoice	2.4.7	Moderate	Focus outline removed on buttons	Portal theme	Visible :focus-visible style
`A11Y-14`	Portal payment	2.4.7	Moderate	Focus outline removed on payment form	Portal theme	Same fix
`A11Y-15`	Invoice editor	2.4.11	Moderate	Sticky footer covers the focused field	Layout	scroll-padding-bottom = footer height
`A11Y-16`	Invoice editor	1.3.1	Moderate	Line items are divs; no table semantics	LineItems	Table with header cells or grid roles

ID	PAGE	WCAG	IMPACT	ISSUE	COMPONENT	FIX
`A11Y-17`	Dashboard	1.3.1	Moderate	KPI tiles use visual headings without heading markup	StatTile	Proper heading levels
`A11Y-18`	Reports	1.1.1	Moderate	Revenue chart has no text alternative	Chart	Data table or summary text
`A11Y-19`	Invoice editor	4.1.3	Moderate	'Saved' toast not announced to screen readers	Toast	role=status / aria-live polite
`A11Y-20`	Invoice list	4.1.3	Moderate	Bulk action result not announced	Toast	Same fix
`A11Y-21`	Invoice list	2.5.8	Minor	Row action icons 16 × 16 px	IconButton	24 × 24 px target or spacing
`A11Y-22`	Dashboard	2.5.8	Minor	Chart legend toggles 14 × 14 px	Chart	Larger hit area
`A11Y-23`	Login	1.4.3	Minor	Placeholder text 2.6:1	Theme	Same as A11Y-08
`A11Y-24`	Customer page	1.1.1	Minor	Customer logo alt text is the file name	Avatar	Use the customer name
`A11Y-25`	Portal payment	4.1.2	Minor	Card field iframe has no accessible name	Payment form	title attribute on the provider iframe
`A11Y-26`	Reports	1.3.1	Minor	Table header cells are styled td elements	DataTable	Use th with scope
`A11Y-27`	Invoice list	2.1.1	Minor	Row click opens invoice; no keyboard equivalent besides the link	DataTable	Keep link as the target; remove row click or add Enter
`A11Y-28`	Dashboard	1.4.11	Minor	Chart series distinguished by colour only (also 1.4.1)	Chart	Patterns or direct labels

Issues by page

PAGE	CRITICAL	SERIOUS	MODERATE	MINOR	TOTAL
Login	–	1	–	1	**2**
Dashboard	–	1	1	2	**4**
Invoice list	–	2	1	2	**5**
Invoice editor	1	5	5	–	**11**
Customer page	–	2	–	1	**3**
Reports	–	2	2	1	**5**
Portal invoice	–	1	1	–	**2**
Portal payment	–	1	1	1	**3**

Issues marked 'All pages' are counted on every page.

Automated scan (axe)

RULE	IMPACT	PAGES	INSTANCES
`color-contrast`	Serious	8	17
`button-name`	Critical	3	9
`label`	Critical	2	4
`aria-required-attr`	Critical	1	3
`image-alt`	Critical	2	2
`region`	Moderate	5	5
`target-size`	Serious	2	1

41 violations of 7 rules across 8 pages. Automated tools catch roughly a third of WCAG issues; the rest come from manual testing.

Assistive technology walkthroughs

TASK	NVDA + FIREFOX	VOICEOVER + SAFARI	KEYBOARD ONLY	400% ZOOM	HIGH CONTRAST
Log in	Completed	Completed	Completed	Completed	Completed
Create and send an invoice	Blocked	Blocked	Blocked	With difficulty	Completed
Find an unpaid invoice	With difficulty	Completed	Completed	Completed	Completed
Record a payment	With difficulty	With difficulty	Completed	Completed	Completed
Run a revenue report	With difficulty	With difficulty	Completed	With difficulty	Completed
Invite a user	Completed	Completed	Completed	Completed	Completed
Pay an invoice in the portal	Completed	With difficulty	With difficulty	Completed	Completed
Download an invoice PDF	Completed	Completed	Completed	Completed	Completed

8 tasks × 5 set-ups = 40 walkthroughs.

Fix plan

ORDER	COMPONENT	RESOLVES	EFFORT
1 · now	DatePicker, Select	A11Y-01, 02, 03 (blocks users)	3 days
2 · next release	FormField, IconButton, Theme	A11Y-04 – 08, 10, 21, 23	4 days

ORDER	COMPONENT	RESOLVES	EFFORT
3 · following release	Chart, LineItems, DataTable, Toast, Portal theme	A11Y-09, 11 – 20, 22, 26 – 28	5 days
4 · ongoing	axe in Playwright at 'moderate'; keyboard walkthroughs as UAT cases	Prevents regressions	1 day

After the fixes the failed criteria are re-tested and the report updated; an accessibility statement can be drafted from it.

Scope and method

Pages	Login, Dashboard, Invoice list, Invoice editor, Customer page, Reports, Portal invoice, Portal payment
Viewports	1440 px desktop, 375 px mobile, 320 px reflow
Screen readers	NVDA 2024.4 + Firefox 132, VoiceOver + Safari 18 (macOS 15, iOS 18)
Tools	axe-core 4.10, Colour Contrast Analyser, browser zoom, Windows high contrast
Not covered	PDF documents (invoices) — PDF/UA is a separate check; email templates

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