Pendo Customer-Facing Guides & Resource Center Conformance Report WCAG Edition

(Based on VPAT® Version 2.4Rev)

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

Report Date: June, 2022

Product Description: Pendo Guides deliver 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.

Contact Information: Email support@pendo.io

Notes: N/A

Evaluation Methods Used: Testing Pendo's Customer-Facing Guides & Resource Center involved a combination of manual and functional testing using assistive technology, such as a screen reader (JAWS 2021), as well as exclusive use of the keyboard and manual inspection of code. Level Access also functionally tested one typical user flow with JAWS 2021 screen reader.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report

Level Access | Client - Confidential

VPAT® Version 2.4 (Revised) – March 2022

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[Web Content Accessibility Guidelines 2.0](#)	Level A (Yes) Level AA (Yes) Level AAA (No)
[Web Content Accessibility Guidelines 2.1](#)	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 2.0 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.x Conformance Requirements.](#)

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	The product provides text alternatives for non-text content.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	The product does not utilize audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Supports	The product provides captions for synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	The product does not contain synchronized media content that requires audio descriptions.
1.3.1 Info and Relationships (Level A)	Partially Supports	The product mostly ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. However, a rating of Partially Supports have been given for the following reason: • There is content visually styled as headings but not marked up as headings.
1.3.2 Meaningful Sequence (Level A)	Supports	The programmatic reading order of the product matches the visual and logical order.
1.3.3 Sensory Characteristics (Level A)	Supports	Any instructions provided do not rely solely on sensory characteristics.
1.4.1 Use of Color (Level A)	Supports	The product does not use color as the sole means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A)	Supports	The product does not contain audio that plays automatically.
2.1.1 Keyboard (Level A)	Supports	Functionality in the product is operable through a keyboard interface without requiring specific timings for individual keystrokes.

2.1.2 No Keyboard Trap (Level A)	Supports	The product does not contain keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The product does provide character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	The product does not have content that is time limited.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The product does not include elements which move, blink, scroll, or auto-update.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	The product does not require a mechanism to skip past repetitive content.
2.4.2 Page Titled (Level A)	Supports	The title of product pages describe their purpose.
2.4.3 Focus Order (Level A)	Supports	The product's controls receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The product's links are understandable within their context.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	The product does not require pointer gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	The product does not require pointer cancellation.
2.5.3 Label in Name (Level A 2.1 only)	Supports	For user interface components with labels that include text or images of text in the product, the name contains the text presented visually.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	There is no functionality in the product that can be operated by device motion or user motion
3.1.1 Language of Page (Level A)	Supports	The default human language of each Web page in the product can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	When any user interface component receives focus in the product, it does not initiate a change of context.
3.2.2 On Input (Level A)	Supports	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.
3.3.1 Error Identification (Level A)	Supports	If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A)	Supports	Labels or instructions are provided when content requires user input.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A)	Partially Supports	The markup in the content is mostly well-formed. However, a rating of Partially Supports has been given for the following reasons: • There are elements that contain duplicate IDs. • There is a \<div\> element improperly nested within an \<ol\> element. • There is a style attribute that is incorrectly nested in a style element.
4.1.2 Name, Role, Value (Level A)	Supports	For all user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	The product does not contain live synchronized media content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	The product does not contain synchronized media that requires audio descriptions.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Content does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	The product does not collect information about the user.
1.4.3 Contrast (Minimum) (Level AA)	Supports	The product provides sufficient contrast between text and backgrounds.
1.4.4 Resize text (Level AA)	Supports	Text in the product can be resized without assistive technology up to 200 percent without loss of content or functionality.

[1.4.5 Images of Text](#) (Level AA)	Supports	Text in the product is used to convey information rather than images of text.
[1.4.10 Reflow](#) (Level AA 2.1 only)	Supports	Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions.
[1.4.11 Non-text Contrast](#) (Level AA 2.1 only)	Supports	The visual presentation of non-text content across the product has a contrast ratio of at least 3:1.
[1.4.12 Text Spacing](#) (Level AA 2.1 only)	Supports	The product supports custom text spacing without loss of the content and functionality.
[1.4.13 Content on Hover or Focus](#) (Level AA 2.1 only)	Supports	The product does not include content that becomes available on hover or focus.
[2.4.5 Multiple Ways](#) (Level AA)	Supports	The product provides multiple ways for users to locate the required content.
[2.4.6 Headings and Labels](#) (Level AA)	Supports	The product's headings and labels are provided and unique.
[2.4.7 Focus Visible](#) (Level AA)	Supports	Any keyboard operable user interface in the product has a mode of operation where the keyboard focus indicator is visible.
[3.1.2 Language of Parts](#) (Level AA)	Supports	The human language of each passage or phrase in the content can be programmatically determined.
[3.2.3 Consistent Navigation](#) (Level AA)	Supports	Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages in the product occur in the same relative order each time they are repeated
[3.2.4 Consistent Identification](#) (Level AA)	Supports	Components that have the same functionality within a set of Web pages are identified consistently.
[3.3.3 Error Suggestion](#) (Level AA)	Supports	If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user.
[3.3.4 Error Prevention (Legal, Financial, Data)](#) (Level AA)	Supports	The product does not cause legal commitments or financial transactions to occur.
[4.1.3 Status Messages](#) (Level AA 2.1 only)	Supports	Status messages can be programmatically determined through role or properties such that they

		can be presented to the user by assistive technologies without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated

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