Pantheon Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version

- **Web:** Pantheon Platform

Report Date

- April 16, 2026

Product Description

- This is the platform used for hosting, building, operating, and managing websites.

Contact Information

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Notes:

- This Accessibility Conformance Report was prepared by AAArdvark, an independent third-party accessibility auditing firm, on behalf of Pantheon. AAArdvark is not affiliated with Pantheon and conducted this evaluation independently.

Evaluation Methods Used:

- Evaluation of the product was conducted by AAArdvark, an independent third-party accessibility auditing firm, and involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Level A and AA standards. AAArdvark conducted comprehensive testing of a selection of the product using a representative sample to cover the main components and functionality of user flows. NVDA/Firefox were the assistive technologies (ATs) used.

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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 Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - Yes
Web Content Accessibility Guidelines 2.2	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 only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.2 Conformance Requirements.

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Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially supports	Most images and non-text content include appropriate text alternatives. However, some icons across multiple pages lack accessible names, and some progress bar components do not have accessible names to convey their purpose or status to assistive technology users.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The product does not contain prerecorded audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The product does not contain prerecorded synchronized media content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The product does not contain prerecorded video media.

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Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Partially Supports	The product uses semantic markup to convey structure and relationships in many areas. However, there are notable gaps including: hidden elements that remain focusable on some pages; data tables missing proper row and column headers and captions; headings not marked with semantic heading elements; logically related input groups not contained within fieldset elements; form inputs that lack accessible names; and duplicated landmark roles across many pages.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	The reading order of content matches the visual layout throughout most of the product. However, one page presents content to screen readers in an order that does not match the visual presentation, which may cause confusion for assistive technology users.
1.3.3 Sensory Characteristics (Level A)	Supports	The product does not rely solely on sensory characteristics such as shape, color, size, visual location, orientation, or sound to convey instructions or identify content.

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Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	Supports	The product does not use color as the sole means of conveying information, indicating actions, prompting responses, or distinguishing visual elements.
1.4.2 Audio Control (Level A)	Supports	The product includes a brief audio cue during live chat interactions, but no audio plays automatically for more than 3 seconds without a mechanism to pause, stop, or control volume.
2.1.1 Keyboard (Level A)	Partially Supports	Most interactive elements in the product are operable via keyboard. However, some overlay components, including the help support widget, a modal dialog, and toast notification dismiss buttons, cannot receive keyboard focus, preventing keyboard-only users from accessing their functionality.
2.1.2 No Keyboard Trap (Level A)	Partially Supports	The product generally allows keyboard users to navigate freely throughout the interface. However, one non-modal dialog traps keyboard focus, preventing keyboard-only users from moving focus back to the underlying page content, while mouse users are able to interact with the rest of the page.

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Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	The product does not implement any single character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	The product does not impose time limits on most user interactions. Toast notifications conveying status and confirmational information don't disappear until closed.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The product does not contain moving, blinking, scrolling, or auto-updating content that requires user controls to pause, stop, or hide.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The product does not contain any content that flashes more than three times per second.

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Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)	Partially Supports	The product provides landmark regions to allow users to bypass repeated blocks of content on most pages. However, the effectiveness of this mechanism is diminished by several issues: some content is not contained within any landmark region, multiple complementary and contentinfo landmark regions lack unique labels, several pages contain nested contentinfo landmarks, and one page includes multiple main landmarks without unique labels to distinguish them.
2.4.2 Page Titled (Level A)	Supports	All pages in the product have descriptive titles that identify their topic or purpose.
2.4.3 Focus Order (Level A)	Supports	The product presents a focus order that preserves meaning and operability when navigating via keyboard.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link in the product can be determined from the link text alone or from the link text together with its surrounding context.

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Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable	The product does not include any functionality that requires multipoint or path-based pointer gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	The product does not execute functionality on the down-event of a pointer, and actions are triggered on the up-event with the ability to abort or undo.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	Many interactive controls in the product have accessible names that match or contain their visible labels. However, several input elements across the product lack associated visible labels, and two instances were found where the accessible name of a control does not contain the visible label text, which may cause issues for users of speech input technology.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	The product does not include any functionality that is operated by device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	The default human language of each page in the product is programmatically identified.
3.2.1 On Focus (Level A)	Supports	

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Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Supports	Changing the setting of any user interface component in the product does not automatically cause an unexpected change of context.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Help mechanisms within the product, including the support chat feature, are presented in a consistent location across pages.
3.3.1 Error Identification (Level A)	Partially Supports	The product generally identifies and describes input errors for users. However, one form allows a required input field to be skipped without providing an error message or indication that the field must be completed, leaving users without clear guidance on why the associated action is unavailable.
3.3.2 Labels or Instructions (Level A)	Supports	The product provides labels or instructions when content requires user input.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	The product does not require users to re-enter information that has already been provided within the same process.
4.1.1 Parsing (Level A)	Not Applicable	This criterion was removed in WCAG 2.2 and is always considered satisfied.

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Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Partially Supports	Most user interface components in the product correctly expose their name, role, and value to assistive technologies. However, some issues were found including: a button element with an improper structure containing descendants that are ignored by browsers, a heading element lacking an accessible name, and a label element that does not contain descriptive text identifying the expected input.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The product does not contain live synchronized media content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The product does not contain prerecorded video content.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The product does not restrict its display or operation to a single orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Input fields that collect user information use appropriate autocomplete attributes to identify their purpose programmatically.

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Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Most text and images of text in the product meet the minimum contrast ratio of 4.5:1. However, some link text and a button on the login screen do not meet the required contrast ratio.
1.4.4 Resize text (Level AA)	Supports	Content and functionality remain available when text is resized up to 200% without loss of information or functionality.
1.4.5 Images of Text (Level AA)	Supports	The product uses actual text rather than images of text to convey information.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	Content in the product reflows to fit within a 320 CSS pixel viewport width without requiring horizontal scrolling or loss of information or functionality.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	User interface components and graphical objects in the product maintain a contrast ratio of at least 3:1 against adjacent colors.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	Content and functionality remain intact when users override text spacing properties including line height, paragraph spacing, letter spacing, and word spacing.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Additional content that appears on hover or focus is dismissible, hoverable, and persistent until the trigger is removed.
2.4.5 Multiple Ways (Level AA)	Supports	The product provides more than one way to locate and navigate to content, such as through navigation menus and search functionality.

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Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Partially Supports	Headings and labels throughout the product are generally descriptive and informative. However, one page contains an empty heading element (h1) that does not describe the topic or purpose of the content that follows.
2.4.7 Focus Visible (Level AA)	Partially Supports	Most interactive elements in the product display a visible focus indicator when navigating via keyboard. However, some interactive elements across the product do not provide a visible focus indication, which may make it difficult for keyboard users to track their position on the page.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	When interactive elements receive keyboard focus, they are not entirely hidden by other content on the page.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	The product does not include any functionality that requires dragging movements.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Interactive targets in the product meet the minimum 24 by 24 CSS pixel size requirement or have sufficient spacing from adjacent targets.
3.1.2 Language of Parts (Level AA)	Supports	The language of individual passages or phrases in the product that differ from the default page language is programmatically identified.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation mechanisms that are repeated across multiple pages in the product appear in the same relative order each time.

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Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality across the product are identified consistently.
3.3.3 Error Suggestion (Level AA)	Supports	When input errors are detected, the product provides suggestions for correction where appropriate.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The product provides mechanisms for users to review and confirm financial transactions, such as account upgrades, before submission.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	The product does not require users to solve cognitive function tests, such as puzzles or memorization tasks, as part of the authentication process.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	Most status information in the product is communicated appropriately to assistive technologies. However, toast notifications are not announced to screen reader users, as they lack the appropriate roles or live region attributes to programmatically convey status updates without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

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