



# Bitly Accessibility Conformance Report

## International Edition

(Based on VPAT® Version 2.5 INT)

**Name of Product/Version:** QR-Code Generator web application (qr-code-generator.com 2025-01-28)

**Report Date:** - June 2025

**Product Description:** QR-Code Generator web application is a comprehensive solution designed for the creation and customization of diverse QR-Codes, complemented by detailed scan analytics.

**Contact Information:** [accessibility@bit.ly](mailto:accessibility@bit.ly)

### Notes:

- Bitly's QRCG website and application Help Center articles are published on a third party tool called Zendesk Support. [Zendesk Accessibility Documentation](#).
- Bitly's QRCG website and application Help Center support chat is published on a third party tool called Ada. [Ada Accessibility Documentation](#).
- For more information about the detected issues, please contact [accessibility@bit.ly](mailto:accessibility@bit.ly).

- Bitly is dedicated to maintaining strong accessibility standards and improving the experience for all users. To support this, Bitly uses the [UserWay accessibility widget](#) on its website, offering assistive features for users with different needs. In addition, Bitly regularly identifies and addresses accessibility issues through a combination of automated testing, manual audits, and continuous integration checks as part of its ongoing development process.

## Evaluation Methods Used:

**Automated Testing Tools:** QRCG website and QRCG app testers use a combination [Axe DevTools](#), [WAVE Web Accessibility Evaluation Tool](#) and [Userway](#) to assess the compliance of front-end features.

**Manual Testing:** Customer facing changes to the QRCG website and QRCG app are manually tested as part of the software development lifecycle. User interface changes undergo cross-browser and cross-platform testing, color contrast analysis, and mouseless keyboard navigation testing. Additionally, [BrowserStack](#) is used to perform accessibility checks on a variety of mobile devices to validate consistent behavior across screen sizes and platforms.

**Continuous Monitoring:** Bitly's quality assurance department performs periodic accessibility audits of the platform. Accessibility issues that are caught by continuous integration tests are categorized into a specific defect class in our Test Case Management system [Qase](#).

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)

Standard/Guideline	Included In Report
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> AND <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	(Yes)

## 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

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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 2.0 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Partially Supports</p> <p><b>App:</b> Partially Supports</p>	<p><b>Web:</b></p> <p>The QRCG website includes many images with alternative text; however, the following issues were identified:</p> <ul style="list-style-type: none"> <li>• Some images on Free Generator, Getting Started, Personal QR code, Blog lack alternative text.</li> <li>• Spacer images in the footer section of all pages are missing null alt attributes</li> </ul> <p><b>App:</b></p> <p>Several accessibility issues have been identified, including:</p> <ul style="list-style-type: none"> <li>• Some images lack appropriate alternative text.</li> <li>• Form controls are either missing associated labels or have multiple, conflicting labels.</li> <li>• Empty buttons or buttons without discernible text are present.</li> <li>• Certain elements are missing appropriate semantic roles or accessible names, such as aria-label or aria-labelledby.</li> <li>• Some form labels exist visually but are either empty or not programmatically associated with their corresponding input fields.</li> </ul>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> </ul>	<p><b>Web:</b> Not Applicable</p> <p><b>App:</b> Not Applicable</p>	<p><b>Web:</b> The QRCG website does not contain Audio-only or Video-only pre-recorded content.</p> <p><b>App:</b> The QRCG app does not contain Audio-only or Video-only pre-recorded content.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.2 (Web)</li> <li>10.1.2.2 (Non-web document)</li> <li>11.1.2.2 (Open Functionality Software)</li> <li>11.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<b>Web:</b> Not Applicable  <b>App:</b> Not Applicable	<b>Web:</b> This is not applicable, as the QRCG website does not contain any video content.  <b>App:</b> The QRCG app does not contain pre-recorded audio content.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.3 (Web)</li> <li>10.1.2.3 (Non-web document)</li> <li>11.1.2.3.1 (Open Functionality Software)</li> <li>11.1.2.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<b>Web:</b> Not Applicable  <b>App:</b> Not Applicable	<b>Web:</b> This is not applicable, as the QRCG website does not contain any video content.  <b>App:</b> The QRCG app does not have pre-recorded content.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to:	<b>Web:</b> Partially Supports	<b>Web:</b>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.1 (Web)</li> <li>● 10.1.3.1 (Non-web document)</li> <li>● 11.1.3.1.1 (Open Functionality Software)</li> <li>● 11.1.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p><b>App:</b> Partially Supports</p>	<p>This is supported across most pages, with a few exceptions:</p> <ul style="list-style-type: none"> <li>● Not applicable on certain pages like Pricing and Legal Notice.</li> <li>● Partially supported on the Homepage, Features, and Free Code Generator pages due to skipped headings.</li> </ul> <p><b>App:</b></p> <ul style="list-style-type: none"> <li>● The sites of the QRCG app contains one or more of the following issues: <ul style="list-style-type: none"> <li>○ Headings are not used or they are empty.</li> <li>○ Heading levels are skipped.</li> <li>○ The page does not have regions or ARIA landmarks (header, nav, main, footer, banner, navigation, main, or content info).</li> <li>○ An unordered list is present without context.</li> <li>○ Tables have text but are not properly associated to be read by a screen reader.</li> <li>○ A layout table is used for positioning content.</li> </ul> </li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Partially Supports</p> <p><b>App:</b> Partially Supports</p>	<p><b>Web:</b> The majority of the content of the QRCG website that has a meaningful sequence can have the correct reading sequence be programmatically determined, however it contains the following issue:</p> <ul style="list-style-type: none"> <li>• The Home page contains a section with numbered steps to create a QR code, and the numbers 1-3 are read by a screen reader separately before the steps instead of each number read by its corresponding step.</li> </ul> <p><b>App:</b> The QRCG app generally presents content in a meaningful sequence that can be programmatically determined. However, there are a few exceptions where the reading order may not be logical or properly conveyed to assistive technologies—specifically on the QR Code Creation page, the Manage page, and the Features and Pricing page.</p>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>App:</b> Supports</p>	<p><b>Web:</b> Instructions do not rely solely on sensory characteristics.</p> <p><b>App:</b> The QRCG app uses text that complement the color and shapes on the navigation and features, so the information does not rely only on sensory characteristics.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.1 (Web)</li> <li>10.1.4.1 (Non-web document)</li> <li>11.1.4.1 (Open Functionality Software)</li> <li>11.1.4.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>App:</b> Partially supports</p>	<p><b>Web:</b> The QRCG website does not rely solely on color to convey information.</p> <p><b>App:</b> The QRCG app does not use color as the only visual means of conveying information, additional visual cues and text are used for this purpose. However, the color contrast is not enough in some places and the information can be lost for people with visual limitations.</p>
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> <li>10.1.4.2 (Non-web document)</li> <li>11.1.4.2 (Open Functionality Software)</li> <li>11.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Not Applicable</p> <p><b>App:</b> Not Applicable</p>	<p><b>Web:</b> The QRCG website does not have any media content that plays automatically.</p> <p><b>App:</b> The QRCG app does not have media content that plays automatically.</p>
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.1 (Web)</li> <li>10.2.1.1 (Non-web document)</li> <li>11.2.1.1.1 (Open Functionality Software)</li> <li>11.2.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	<p><b>Web:</b> Partially Supports</p> <p><b>App:</b> Does Not Support</p>	<p><b>Web:</b> Most of the QRCG website content is accessible via keyboard. However, on a few pages like Home page, Free Generator page some elements are bypassed. Examples:</p> <ul style="list-style-type: none"> <li>Login button</li> <li>Sign Up button</li> <li>Menu button</li> <li>Upload any file link</li> <li>Scan tracking toggle button</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<b>App:</b> The main features of the QRCG app are not operable through a keyboard interface.
<u><b>2.1.2 No Keyboard Trap</b></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.1.2 (Web)</li> <li>10.2.1.2 (Non-web document)</li> <li>11.2.1.2 (Open Functionality Software)</li> <li>11.2.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<b>Web:</b> Partially Supports  <b>App:</b> Partially Supports	<b>Web:</b> On QRCG Pricing page and Features page, keyboard users get trapped in the 'About Us' menu, specifically within the 'Partnership Program' sub-navigation link  <b>App:</b> The focus cannot be moved away from some components on the QR code creation flow and the download QR code modal can't be closed using a keyboard.
<u><b>2.1.4 Character Key Shortcuts</b></u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.1.4 (Web)</li> <li>10.2.1.4 (Non-web document)</li> <li>11.2.1.4.1 (Open Functionality Software)</li> <li>11.2.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	<b>Web:</b> Not Applicable  <b>App:</b> Not Applicable	<b>Web:</b> The QRCG website does not contain any keyboard shortcuts (or “hotkeys”).  <b>App:</b> The QRCG app does not contain any keyboard shortcuts (or “hotkeys”).
<u><b>2.2.1 Timing Adjustable</b></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.2.1 (Web)</li> <li>10.2.2.1 (Non-web document)</li> <li>11.2.2.1 (Open Functionality Software)</li> <li>11.2.2.1 (Closed Software)</li> </ul>	<b>Web:</b> Not Applicable  <b>App:</b> Not Applicable	<b>Web:</b> The QRCG website does not contain time limits set by the content.  <b>App:</b> The QRCG app does not contain time limits set by the content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.2.2 (Web)</li> <li>10.2.2.2 (Non-web document)</li> <li>11.2.2.2 (Open Functionality Software)</li> <li>11.2.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<b>Web:</b> Supports  <b>App:</b> Does Not Support	<b>Web:</b> On the homepage of the website, animations are available on how to create a free QR code that starts automatically and can be paused, stopped or hidden, and it is presented in parallel with other content.  <b>App:</b> The QRCG app has a moving animation on the creation of some dynamic QR codes that starts automatically, can't be paused, stopped, or hidden, and it is presented in parallel with other content.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.3.1 (Web)</li> <li>10.2.3.1 (Non-web document)</li> <li>11.2.3.1 (Open Functionality Software)</li> <li>11.2.3.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<b>Web:</b> Supports  <b>App:</b> Supports	<b>Web:</b> The QRCG website does not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.  <b>App:</b> The QRCG app does not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.1 (Web)</li> <li>10.2.4.1 (Non-web document) – Does not apply</li> <li>11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>11.2.4.1 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>App:</b> Does Not Support</p>	<p><b>Web:</b> The QRCG website provides mechanisms to bypass repetitive content.</p> <p><b>App:</b> The QRCG app does not provide mechanisms to bypass blocks of content on most of its pages.</p>
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.2 (Web)</li> <li>10.2.4.2 (Non-web document)</li> <li>11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>11.2.4.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>App:</b> Partially Supports</p>	<p><b>Web:</b> The QRCG website's pages have titles that describe the topic or purpose.</p> <p><b>App:</b> The QRCG app has titles in its pages, but some of them have missing spaces or do not describe clearly the topic of the page.</p>
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>App:</b> Does Not Support</p>	<p><b>Web:</b> The QRCG website presents components in a meaningful focus order.</p> <p><b>App:</b> The QRCG app has non sequential navigation in different components and the focus does not preserve operability.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<b>2.4.4 Link Purpose (In Context)</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.4 (Web)</li> <li>10.2.4.4 (Non-web document)</li> <li>11.2.4.4 (Open Functionality Software)</li> <li>11.2.4.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<b>Web:</b> Partially Supports  <b>App:</b> Does Not Support	<b>Web:</b> The QRCG website contains some links that do not contain text or have title or ARIA attributes. For example: in the website footer there are icons linked to social media that do not have these attributes.  <b>App:</b> The QRCG app contains multiple links without text, adjacent links that go to the same url, or links with text that depends on the context.
<b>2.5.1 Pointer Gestures</b> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> <li>10.2.5.1 (Non-web document)</li> <li>11.2.5.1 (Open Functionality Software)</li> <li>11.2.5.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	<b>Web:</b> Not Applicable  <b>App:</b> Not Applicable	<b>Web:</b> The QRCG website does not contain multipoint or path-based gestures.  <b>App:</b> The QRCG app does not contain multipoint or path-based gestures.
<b>2.5.2 Pointer Cancellation</b> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.2 (Web)</li> <li>10.2.5.2 (Non-web document)</li> <li>11.2.5.2 (Open Functionality Software)</li> <li>11.2.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> </ul>	<b>Web:</b> Supports  <b>App:</b> Supports	<b>Web:</b> The QRCG website does not contain down-events. Users are able to cancel their click by moving the mouse away.  <b>App:</b> The QRCG app does not contain down-events and the users are able to cancel their click by moving the mouse away.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b>2.5.3 Label in Name</b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.3 (Web)</li> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3.1 (Open Functionality Software)</li> <li>11.2.5.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p><b>Web:</b> Partially Supports</p> <p><b>App:</b> Partially Supports</p>	<p><b>Web:</b> The QRCG website uses accessible names for most of the content mostly accessible, but there are a few exceptions:</p> <ul style="list-style-type: none"> <li>The Homepage contains elements like the Hamburger menu, 'Upload any file,' and 'Scan tracking' that lack accessible names.</li> <li>The Legal page includes elements where the text does not match the visible content.</li> </ul> <p><b>App:</b> Some user interface components in the QRCG app have visible labels that are not programmatically associated with accessible names. Affected areas include:</p> <ul style="list-style-type: none"> <li>Sign In / Sign Up pages</li> <li>Create QR Code page</li> <li>Account page</li> <li>User Management section</li> <li>Update Email / Update Password pages</li> <li>Whitelabel page</li> </ul>
<p><b>2.5.4 Motion Actuation</b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.4 (Web)</li> <li>10.2.5.4 (Non-web document)</li> <li>11.2.5.4 (Open Functionality Software)</li> <li>11.2.5.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p><b>Web:</b> Not Applicable</p> <p><b>App:</b> Not Applicable</p>	<p><b>Web:</b> The QRCG website does not contain functionality that depends on the motion of a device or user.</p> <p><b>App:</b> The QRCG app does not contain functionality that depends on the motion of a device or user.</p>
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.1.1 (Web)</li> <li>10.3.1.1 (Non-web document)</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>App:</b> Does Not Support</p>	<p><b>Web:</b> The QRCG website properly identifies the language of the page on the HTML element using the “lang” attribute.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.3.1.1.1 (Open Functionality Software)</li> <li>11.3.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<p><b>App:</b> The QRCG app has the “lang” attribute on the HTML element, but the attribute value does not properly change when a different language is chosen.</p>
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>App:</b> Partially Supports</p>	<p><b>Web:</b> The QRCG website does not initiate a change of context when any user interface component receives focus.</p> <p><b>App:</b> Most components do not trigger a change of context on focus. However, on the Sign In and Sign Up pages, validation messages appear as soon as the "Work Email" or "Password" fields receive focus, before any user input.</p>
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>App:</b> Supports</p>	<p><b>Web:</b> Context changes do not occur automatically on the QRCG website in response to user input.</p> <p><b>App:</b> The QRCG app does not initiate changes of context when a user enters data.</p>

Criteria	Conformance Level	Remarks and Explanations
<b>3.2.6 Consistent Help</b> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Web:</b> Supports  <b>App:</b> Supports	<b>Web:</b> Consistent help is provided across the site.  <b>App:</b> Consistent help is provided across the site.
<b>3.3.1 Error Identification</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.1 (Web)</li> <li>10.3.3.1 (Non-web document)</li> <li>11.3.3.1.1 (Open Functionality Software)</li> <li>11.3.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<b>Web:</b> Not Applicable  <b>App:</b> Partially Supports	<b>Web:</b> The QRCG website does not include input forms that require error messages or error identification. <b>App:</b> The QRCG app does not allow submitting forms with invalid or missing mandatory fields and displays error messages when a validation fails, with an exception in the billing and payment pages where a text error description is not provided when mandatory fields are not completed.
<b>3.3.2 Labels or Instructions</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non-web document)</li> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<b>Web:</b> Supports  <b>App:</b> Partially Supports	<b>Web:</b> The QRCG website generally includes clear labels or instructions. Note: This is 'Not Applicable' on a few pages like Legal notice, Features and Pricing pages.  <b>App:</b> The QRCG app contains multiple issues related to labels, some of them are: <ul style="list-style-type: none"> <li>Control elements do not have labels.</li> <li>Labels do not have content.</li> <li>Labels are present but not associated with a form control.</li> <li>Multiple labels are associated to the same element</li> </ul>
<b>4.1.1 Parsing</b> (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria	<b>Web:</b> Supports  <b>App:</b> Partially Supports	<b>Web:</b> For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>9.4.1.1 (Web)</li> <li>10.4.1.1 (Non-web document)</li> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<p><b>App:</b> For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.</p>
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Partially Supports</p> <p><b>App:</b> Partially Supports</p>	<p><b>Web:</b> The name, role, and value of the user interface components can be programmatically determined on most of the content, with an exception on the Home page where some interactive elements are missing them:</p> <ul style="list-style-type: none"> <li>Burger Menu</li> <li>All options</li> <li>Shape and Color section - all options</li> <li>Upload any file</li> <li>Scan tracking</li> </ul> <p><b>App:</b> Several UI components in the QRCG app have names or roles that cannot be programmatically determined. Examples of affected pages include:</p> <ul style="list-style-type: none"> <li>Sign In / Sign Up pages</li> <li>Onboarding page</li> <li>Create QR Code page</li> <li>Billing page</li> <li>Manage page.</li> </ul>



**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Not Applicable</p> <p><b>App:</b> Not Applicable</p>	<p><b>Web:</b> The QRCG website does not contain live synchronized media.</p> <p><b>App:</b> The QRCG website does not contain live synchronized media.</p>
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.5 (Web)</li> <li>10.1.2.5 (Non-web document)</li> <li>11.1.2.5 (Open Functionality Software)</li> <li>11.1.2.5 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Not Applicable</p> <p><b>App:</b> Not Applicable</p>	<p><b>Web:</b> The QRCG website does not have prerecorded audio descriptions for all prerecorded videos.</p> <p><b>App:</b> The QRCG app does not have prerecorded videos.</p>
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.4 (Web)</li> <li>10.1.3.4 (Non-web document)</li> <li>11.1.3.4 (Open Functionality Software)</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>App:</b> Supports</p>	<p><b>Web:</b> The QRCG website does not restrict the view and operation to a single display orientation.</p> <p><b>App:</b> The QRCG app does not restrict the view and operation to a single display orientation.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.1.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.5 (Web)</li> <li>10.1.3.5 (Non-web document)</li> <li>11.1.3.5.1 (Open Functionality Software)</li> <li>11.1.3.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	<p><b>Web:</b> Supports</p> <p><b>App:</b> Partially Supports</p>	<p><b>Web:</b> Input fields are present only on a few pages such as the Homepage, WiFi QR Code, and Free Generator pages and these fields are clearly labeled where they appear.</p> <p><b>App:</b> The QRCG app has multiple elements where their purpose can't be programmatically determined. Some customized elements are not identified as inputs, and there are missing, empty, and orphaned labels. Examples of affected pages include:</p> <ul style="list-style-type: none"> <li>Create a QR Code page.</li> <li>Manage page</li> <li>Features and pricing page.</li> </ul>
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.3 (Web)</li> <li>10.1.4.3 (Non-web document)</li> <li>11.1.4.3 (Open Functionality Software)</li> <li>11.1.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Does Not Support</p> <p><b>App:</b> Does Not Support</p>	<p><b>Web:</b> The majority of the QRCG website styles and images do not meet the minimum color contrast.</p> <p><b>App:</b> The visual presentation of text in several parts of the QRCG app does not have the minimum required color contrast.</p>
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.4 (Web)</li> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> </ul>	<p><b>Web:</b> Partially Supports</p> <p><b>App:</b> Partially Supports</p>	<p><b>Web:</b> The QRCG website supports zooming and scaling on most pages. However, on the Pricing page, text overlaps when the text size is increased.</p> <p><b>App:</b> The QRCG app generally supports zooming and text resizing. However, on the Manage page, the &lt;meta name="viewport"&gt; element restricts scaling by setting</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		maximum-scale=1 and disabling zoom, which may prevent users from resizing text as needed.
<b>1.4.5 Images of Text</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.5 (Web)</li> <li>10.1.4.5 (Non-web document)</li> <li>11.1.4.5.1 (Open Functionality Software)</li> <li>11.1.4.5.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<b>Web:</b> Supports  <b>App:</b> Supports	<b>Web:</b> The QRCG website supports this criterion because the only instances of images of text on the QRCG website are non-essential and logos with text.  <b>App:</b> With only one exception in the QR code creation page, the QRCG app does not present essential information as text in an image.
<b>1.4.10 Reflow</b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.10 (Web)</li> <li>10.1.4.10 (Non-web document)</li> <li>11.1.4.10 (Open Functionality Software)</li> <li>11.1.4.10 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	<b>Web:</b> Supports  <b>App:</b> Partially Supports	<b>Web:</b> The QRCG website has a responsive design, so when the user zooms in or uses a device with a small screen, the content layout is updated, keeping the features available.  <b>App:</b> The QRCG app generally reflows content to maintain functionality when zoomed in or viewed on small screens. However, on the Manage page, the left-hand menu does not adjust properly at mobile screen sizes.
<b>1.4.11 Non-text Contrast</b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> </ul>	<b>Web:</b> Supports  <b>App:</b> Does Not Support	<b>Web:</b> The user interface components and states of the QRCG website have a contrast ratio lower than 3:1 against adjacent colors.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		<b>App:</b> The user interface components and states of the QRCG app have a contrast ratio lower than 3:1 against adjacent colors.
<b>1.4.12 Text Spacing</b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.12 (Web)</li> <li>10.1.4.12 (Non-web document)</li> <li>11.1.4.12 (Open Functionality Software)</li> <li>11.1.4.12 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	<b>Web:</b> Supports  <b>App:</b> Partially Supports	<b>Web:</b> On the QRCG website, in most cases, the changes of text spacing does not cause loss of content or functionality. <b>App:</b> In most areas of the QRCG app, adjusting text spacing does not result in loss of content or functionality. However, on the Manage page, content may not adjust properly when text spacing is modified, potentially affecting readability.
<b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.13 (Web)</li> <li>10.1.4.13 (Non-web document)</li> <li>11.1.4.13 (Open Functionality Software)</li> <li>11.1.4.13 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	<b>Web:</b> Does Not Support  <b>App:</b> Does Not Support	<b>Web:</b> The QRCG website contains tooltips that display upon hovering over the buttons for the various QR Code types in the QR Code generator. These tooltips are not dismissible without moving the pointer hover or keyboard focus, and they are not able to have the pointer moved over them without disappearing. This means that while this content on hover/focus is persistent, it is not dismissible or hoverable as required by this success criterion.  <b>App:</b> The content that is visible on hover or focus in the QRCG app is not dismissible and in some cases neither hoverable.
<b>2.4.5 Multiple Ways</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.5 (Web)</li> <li>10.2.4.5 (Non-web document) – Does not apply</li> <li>11.2.4.5 (Open Functionality Software) – Does not apply</li> </ul>	<b>Web:</b> Supports  <b>App:</b> Supports	<b>Web:</b> The QRCG website contains multiple ways to navigate to all pages of the website by including a top navigation bar/menu and a list of links in the footer. Both options are consistent and accessible.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.2.4.5 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		<p><b>App:</b> The QRCG app has multiple ways to navigate to its different pages by including links and navigation bar/menu.</p> <p>Electronic Docs: The QRCG website and QRCG application do not offer electronic documents.</p> <p>Authoring Tool: The QRCG website and QRCG application do not offer tools for creating or editing content.</p>
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.6 (Web)</li> <li>10.2.4.6 (Non-web document)</li> <li>11.2.4.6 (Open Functionality Software)</li> <li>11.2.4.6 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>App:</b> Partially Supports</p>	<p><b>Web:</b> The QRCG website contains headings and labels that describe the topic or purpose of content clearly. Couple headings skipped on the Features page but this does not disrupt the logical flow.</p> <p><b>App:</b> The QRCG app has orphan labels and several headings and labels that do not describe a purpose or are empty.</p>
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.7 (Web)</li> <li>10.2.4.7 (Non-web document)</li> <li>11.2.4.7 (Open Functionality Software)</li> <li>11.2.4.7 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Partially Supports</p> <p><b>App:</b> Does Not Support</p>	<p><b>Web:</b> There are some instances on the Features page where focus is either not visually indicated or elements that should be focusable via keyboard navigation are not. For example, the Sign up now button.</p> <p><b>App:</b> The QRCG app has multiple elements that are operable with a keyboard that do not have an appropriate visible focus.</p>

Criteria	Conformance Level	Remarks and Explanations
<b>3.1.2 Language of Parts</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> <li>10.3.1.2 (Non-web document)</li> <li>11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>11.3.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<b>Web:</b> Supports  <b>App:</b> Does Not Support	<b>Web:</b> The QRCG website uses the language attribute on a page level throughout, and additionally, it uses the hreflang attribute on links to the versions of the website in other languages. It does not otherwise contain language changes in the English version, however the versions in other languages have instances of English copy that are not programmatically identified.  <b>App:</b> The QRCG app uses the language attribute on a page level, and does not contain language changes in parts/sections, however the value does not properly update when a different language is selected.
<b>3.2.3 Consistent Navigation</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.3 (Web)</li> <li>10.3.2.3 (Non-web document) – Does not apply</li> <li>11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>11.3.2.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<b>Web:</b> Supports  <b>App:</b> Supports	<b>Web:</b> The QRCG website's repeated navigational mechanisms are consistent throughout.  <b>App:</b> The navigation elements of the QRCG application appear in the same relative order in the QR code creation process and a navigation menu is provided for the account features.
<b>3.2.4 Consistent Identification</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.4 (Web)</li> <li>10.3.2.4 (Non-web document) – Does not apply</li> <li>11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>11.3.2.4 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	<b>Web:</b> Supports  <b>App:</b> Partially Supports	<b>Web:</b> The QRCG website uses labels, text, and icons consistently, but to support this criteria it is mandatory to also support the criteria 1.1.1 and 4.1.2, and it partially supports these.  <b>App:</b> The QRCG app uses labels, text, and icons consistently, but to support this criteria it is mandatory to also support the criteria 1.1.1 and 4.1.2 and the app does not support them.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<b>3.3.3 Error Suggestion</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> <li>10.3.3.3 (Non-web document)</li> <li>11.3.3.3 (Open Functionality Software)</li> <li>11.3.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<b>Web:</b> Not Applicable  <b>App:</b> Partially Supports	<b>Web:</b> Contextual errors are displayed when required fields receive empty/invalid input. As mentioned in SC 3.3.1, the QR Code generator on the Home page and the Solutions pages do not have many validation errors implemented.  <b>App:</b> The QRCG app automatically detects errors when a specific data format is required, but for some inputs the expected data format is not described or correct examples are not provided. Examples of affected pages include: <ul style="list-style-type: none"> <li>Create QR Code page</li> <li>User Management page</li> <li>Billing page</li> <li>Payment page</li> </ul>
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non-web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<b>Web:</b> Not Applicable  <b>App:</b> Does Not Support	<b>Web:</b> The QRCG website does not cause legal commitments or transactions to occur.  <b>App:</b> The QRCG app does not offer a mechanism to reverse, check, or confirm the financial transactions.
<b>4.1.3 Status Messages</b> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> </ul>	<b>Web:</b> Supports  <b>App:</b> Does Not Support	<b>Web:</b> The status messages on the QRCG website occur when a user downloads a QR Code from any of the QR code generator forms. This is only applicable on

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.4.1.3 (Non-web document)</li> <li>• 11.4.1.3 (Open Functionality Software)</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		Homepage, Wifi-qr codes page, and free generator page.  <b>App:</b> The QRCG app does not use “role=status” or “role=alert” in its status messages.



# Revised Section 508 Report

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	<b>Web:</b> Partially Supports <b>App:</b> Does Not Support	See information in the WCAG 2.x section, with some of the applicable criteria being: <ul style="list-style-type: none"> <li>1.1.1 Non-text Content*</li> <li>1.3.1 Info and Relationships*</li> <li>1.3.2 Meaningful Sequence*</li> <li>1.3.3 Sensory Characteristics*</li> <li>1.4.1 Use of Color</li> <li>1.4.3 Contrast (Minimum)</li> <li>2.1.1 Keyboard*</li> <li>2.4.3 Focus Order*</li> <li>2.4.4 Link Purpose (In Context)*</li> </ul> * most specifically applicable
302.2 With Limited Vision	<b>Web:</b> Partially Supports <b>App:</b> Does Not Support	See information in the WCAG 2.x section, with some of the applicable criteria being: <ul style="list-style-type: none"> <li>1.1.1 Non-text Content</li> <li>1.3.1 Info and Relationships</li> <li>1.4.3 Contrast (Minimum)*</li> <li>1.4.4 Resize Text*</li> <li>1.4.11 Non-text Contrast</li> <li>1.4.12 Text Spacing</li> <li>1.4.13 Content on Hover or Focus</li> <li>2.4.7 Focus Visible</li> <li>2.4.11 Focus Not Obscured</li> </ul> * most specifically applicable
302.3 Without Perception of Color	<b>Web:</b> Partially Supports <b>App:</b> Partially Supports	See information in the WCAG 2.x section, with some of the applicable criteria being: <ul style="list-style-type: none"> <li>1.1.1 Non-text Content</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		1.3.1 Info and Relationships 1.4.1 Use of Color* 1.4.3 Contrast (Minimum) 1.4.11 Non-text Contrast 1.4.12 Text Spacing  * most specifically applicable
302.4 Without Hearing	<b>Web:</b> Partially Supports <b>App:</b> Does Not Support	See information in the WCAG 2.x section, with some of the applicable criteria being:  1.1.1 Non-text Content 1.2.1 Audio-only and Video-only (Prerecorded)* 1.2.2 Captions (Prerecorded)* 1.2.3 Audio Description or Media Alternative (Prerecorded) 1.3.1 Info and Relationships 1.3.2 Meaningful Sequence 1.3.3 Sensory Characteristics 1.4.1 Use of Color 1.4.3 Contrast (Minimum) 2.1.1 Keyboard 2.2.1 Timing Adjustable 2.4.3 Focus Order 2.4.11 Focus Not Obscured  * most specifically applicable
302.5 With Limited Hearing	<b>Web:</b> Partially Supports <b>App:</b> Does Not Support	See information in the WCAG 2.x section, with some of the applicable criteria being:  1.1.1 Non-text Content 1.2.1 Audio-only and Video-only (Prerecorded)* 1.2.2 Captions (Prerecorded)* 1.2.3 Audio Description or Media Alternative (Prerecorded)* 1.3.1 Info and Relationships 1.3.2 Meaningful Sequence 1.3.3 Sensory Characteristics 1.4.1 Use of Color 1.4.3 Contrast (Minimum) 2.1.1 Keyboard

Criteria	Conformance Level	Remarks and Explanations
		2.2.1 Timing Adjustable 2.4.3 Focus Order 2.4.11 Focus Not Obscured  * most specifically applicable
302.6 Without Speech	<b>Web:</b> Partially Supports  <b>App:</b> Does Not Support	See information in the WCAG 2.x section, with some of the applicable criteria being:  1.1.1 Non-text Content* 1.2.1 Audio-only and Video-only (Prerecorded) 1.2.2 Captions (Prerecorded) 1.2.3 Audio Description or Media Alternative (Prerecorded) 1.3.1 Info and Relationships* 1.3.2 Meaningful Sequence 1.3.3 Sensory Characteristics 1.4.1 Use of Color 1.4.3 Contrast (Minimum) 2.1.1 Keyboard 2.2.1 Timing Adjustable 2.4.3 Focus Order 2.4.6 Headings and Labels* 2.4.11 Focus Not Obscured  * most specifically applicable
302.7 With Limited Manipulation	<b>Web:</b> Partially Supports  <b>App:</b> Does Not Support	See information in the WCAG 2.x section, with some of the applicable criteria being:  1.1.1 Non-text Content 1.2.1 Audio-only and Video-only (Prerecorded) 1.2.2 Captions (Prerecorded) 1.2.3 Audio Description or Media Alternative (Prerecorded) 1.3.1 Info and Relationships 1.3.2 Meaningful Sequence 1.3.3 Sensory Characteristics 1.4.1 Use of Color 1.4.3 Contrast (Minimum) 2.1.1 Keyboard* 2.2.1 Timing Adjustable

Criteria	Conformance Level	Remarks and Explanations
		2.4.3 Focus Order 2.4.11 Focus Not Obscured  * most specifically applicable
302.8 With Limited Reach and Strength	<b>Web:</b> Partially Supports  <b>App:</b> Does Not Support	See information in the WCAG 2.x section, with some of the applicable criteria being:  1.1.1 Non-text Content 1.3.1 Info and Relationships 1.3.2 Meaningful Sequence 1.3.3 Sensory Characteristics 1.4.1 Use of Color 1.4.3 Contrast (Minimum) 2.1.1 Keyboard* 2.2.1 Timing Adjustable 2.4.3 Focus Order 2.4.11 Focus Not Obscured  * most specifically applicable
302.9 With Limited Language, Cognitive, and Learning Abilities	<b>Web:</b> Partially Supports  <b>App:</b> Does Not Support	See information in the WCAG 2.x section, with some of the applicable criteria being:  1.1.1 Non-text Content 1.3.1 Info and Relationships* 1.3.2 Meaningful Sequence* 1.3.3 Sensory Characteristics* 1.4.1 Use of Color 1.4.3 Contrast (Minimum) 2.1.1 Keyboard 2.2.1 Timing Adjustable 2.4.2 Page Titled 2.4.3 Focus Order 2.4.4 Link Purpose (In Context) 2.4.6 Headings and Labels 2.4.7 Focus Visible 2.4.11 Focus Not Obscured 3.3.1 Error Identification 3.2.6 Consistent Help

Criteria	Conformance Level	Remarks and Explanations
		3.3.2 Labels or Instructions 3.3.7 Redundant Entry  * most specifically applicable

## Chapter 4: [Hardware](#)

Notes: This section is not applicable and was removed due to QRCG Website and QRCG Application being Web-based software applications.

## Chapter 5: [Software](#)

Notes: This section is not applicable and was removed due to QRCG Website and QRCG Application being Web-based software applications.

## Chapter 6: [Support Documentation and Services](#)

Notes:

- Bitly's QRCG website and application Help Center articles are published on a third party tool called Zendesk Support. [Zendesk Accessibility Documentation](#).
- Bitly's QRCG website and application Help Center support chat is published on a third party tool called Ada. [Ada Accessibility Documentation](#).

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## Chapter [4: Functional Performance Statements \(FPS\)](#)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	<b>Web:</b> Partially Supports  <b>App:</b> Does not support	Refer to Section 508 302.1 Without Vision
4.2.2 Usage with limited vision	<b>Web:</b> Partially Supports  <b>App:</b> Does Not Support	Refer to Section 508 302.2 With Limited Vision

Criteria	Conformance Level	Remarks and Explanations
4.2.3 Usage without perception of color	<b>Web:</b> Partially Supports <b>App:</b> Partially Supports	Refer to Section 508 302.3 Without Perception of Color
4.2.4 Usage without hearing	<b>Web:</b> Partially Supports <b>App:</b> Does Not Support	Refer to Section 508 302.4 Without Hearing
4.2.5 Usage with limited hearing	<b>Web:</b> Partially Supports <b>App:</b> Does Not Support	Refer to Section 508 302.5 With Limited Hearing
4.2.6 Usage with no or limited vocal capability	<b>Web:</b> Partially Supports <b>App:</b> Does Not Support	Refer to Section 508 302.6 Without Speech
4.2.7 Usage with limited manipulation or strength	<b>Web:</b> Partially Supports <b>App:</b> Does Not Support	Refer to Section 508 302.7 With Limited Manipulation
4.2.8 Usage with limited reach	<b>Web:</b> Partially Supports <b>App:</b> Does Not Support	Related to Section 508 302.8 With Limited Reach and Strength
4.2.9 Minimize photosensitive seizure triggers	<b>Web:</b> Supports <b>App:</b> Supports	Refer to Section 2.3.1 Three Flashes or Below Threshold (Level A) <b>Web:</b> The QRCG website does not include visual features with flashing that could trigger seizures. <b>App:</b> The QRCG app does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition, language or learning	<b>Web:</b> Partially Supports <b>App:</b> Does Not Support	Refer to Section 508 302.9 With Limited Language, Cognitive, and Learning Abilities
4.2.11 Privacy	<b>Web:</b> Supports <b>App:</b> Supports	<b>Web:</b> The QRCG website does not restrict the usage of standard privacy controls with assistive technologies. <b>App:</b> The QRCG app does not restrict the usage of standard privacy controls with assistive technologies.

## Chapter [5: Generic Requirements](#)

Notes: This section is not applicable and was removed due to the fact that the QRCG website and the QRCG app are not closed-functionality software.

## Chapter [6: ICT with Two-Way Voice Communication](#)

Notes: This section is not applicable and was removed due to the fact that the QRCG website and the QRCG app provide no two-way voice communication.

## Chapter [7: ICT with Video Capabilities](#)

Notes: This section is not applicable and was removed due to the fact that the QRCG website does not have any video content.

## Chapter [8: Hardware](#)

Notes: This section is not applicable and was removed due to QRCG Website and QRCG Application being Web-based software applications.

## Chapter [9: Web](#) (see [WCAG 2.x section](#))

Notes: See WCAG 2.x section

## Chapter [10: Non-Web Documents](#)

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
10.5 Caption positioning	<b>Web:</b> Not Applicable <b>App:</b> Not Applicable	<b>Web:</b> The non-web documents does not have any synchronized media with captions <b>App:</b> The non-web documents does not have any synchronized media with captions
10.6 Audio description timing	<b>Web:</b> Not Applicable <b>App:</b> Not Applicable	<b>Web:</b> The non-web documents do not have any synchronized media with audio descriptions.

Criteria	Conformance Level	Remarks and Explanations
		<b>App:</b> The non-web documents do not have any synchronized media with audio descriptions.

## Chapter [11: Software](#)

Notes: This section is not applicable and was removed due to QRCG Website and QRCG Application being Web-based software applications.

## Chapter [12: Documentation and Support Services](#)

Notes:

- Bitly's QRCG website and application Help Center articles are published on a third party tool called Zendesk Support. [Zendesk Accessibility Documentation](#).
- Bitly's QRCG website and application Help Center support chat is published on a third party tool called Ada. [Ada Accessibility Documentation](#).

## Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: This section is not applicable and was removed due to QRCG Website and QRCG Application not providing relay or emergency services access.

## Legal Disclaimer

*The information above describes this product's ability to support the applicable accessibility Standards/Guidelines, subject to our interpretation of those standards and the comments in this document. This document is not intended to be a certificate of compliance and is provided for informational purposes only. The contents of this Voluntary Product Accessibility Template ("VPAT") are provided "AS IS" and are subject to change without notice. Bitly, Inc., including any of its affiliates or subsidiaries (collectively "Bitly"), does not warrant that this document is error free, nor does it provide any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. Bitly makes no warranty that the software detailed in this document is fully WCAG 2.2 compliant. Bitly disclaims any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document.*