bitly

Bitly Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: QR-Code Generator web application (qr-code-generator.com 2023-08-15)

Report Date: February 2024

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

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.

Evaluation Methods Used:

The QRCG website and QRCG app were tested using the below environments:

- Mac OS 13.5/Chrome v119.0.6045.159/VoiceOver v10 (919.1).
- Windows 11/Chrome v119.0.6045.160/Narrator.

The following pages were evaluated in the QRCG website and QRCG app:

QRCG Web:

- Home
- Pro Features
- QR Code Types
- Pricing
- Customers
- API
- Guides
- About
- Partnerships
- Privacy Policy
- Company:
    - Terms
    - Cookie Policy
    - Legal Notice
- Solutions > QR Code generator:
    - vCard

QRCG app (Audited in November 2023):

- Sign-in (Create new account, recover password, successful registration)
- Log-in & Log-out confirmation
- Getting started
- QR Code creation (QR code type selection and QR code creation flow pages)

- Manage view
- QR Code insights
- User account
- User settings
- Users management
- White label
- API keys
- Update email and password
- Close account
- Plans and pricing
- Payment
- Billing

Automated Testing Tools: QRCG website and QRCG app testers use a combination [Axe DevTools](#) and the [WAVE Web Accessibility Evaluation Tool](#) 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.

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 (No)
[Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)	(Yes)

Standard/Guideline	Included In Report
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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.x 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
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria 9.1.1.1 (Web) 10.1.1.1 (Non-web document) 11.1.1.1.1 (Open Functionality Software) 11.1.1.1.2 (Closed Functionality Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web:** Partially Supports **App:** Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** - The QRCG website contains many images with alternative text, and form components with labels, however it contains the following issues: - Some images do not have alternative text - Some have alternative text that is long - There are spacer images in the footer that are missing null "alt" attributes - Some form labels are missing, empty, and orphaned in the QR code generator. - Meaningful icons on the QRCG website are missing role and aria-label attributes, therefore they are not being read properly by screen readers. - Some videos that do not have audio descriptions, alternative media descriptions, or text alternatives in the form of captions or subtitles in all core languages: English, German, Spanish, Portuguese, French, Italian **App:** - Multiple issues for this criteria are present in the QRCG app. Just some images contain alternative text, the forms controls do not have corresponding labels or have multiple labels, empty buttons or without value text are present, elements have missing role, aria-label or aria-labelledby attributes, and form labels are present but without content or they are not associated with a form control.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to:	**Web:**	**Web:**

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	• Not Applicable **App:** • Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	• The QRCG website does not contain Audio-only or Video-only pre-recorded content. **App:** • The QRCG app does not contain Audio-only or Video-only pre-recorded content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** • Partially Supports **App:** • Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** • The QRCG website contains some QR Code Types videos that have captions available in English, some with all core languages, and others with all core languages *except* English. **App:** • The QRCG app does not contain pre-recorded audio content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	**Web:** • Does Not Support **App:** • Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** • The QRCG website does not contain prerecorded Audio Description or Media Alternative (Pre-recorded) content for the videos on the "QR Code type" pages. **App:** • The QRCG app does not have pre-recorded content.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

1.3.1 Info and Relationships (Level A)
Also applies to:
EN 301 549 Criteria
• 9.1.3.1 (Web)
• 10.1.3.1 (Non-web document)
• 11.1.3.1.1 (Open Functionality Software)
• 11.1.3.1.2 (Closed Software)
• 11.8.2 (Authoring Tool)
• 12.1.2 (Product Docs)
• 12.2.4 (Support Docs)
Revised Section 508
• 501 (Web)(Software)
• 504.2 (Authoring Tool)
• 602.3 (Support Docs)
	Web:
	• Partially Supports
	
	App:
	• Does Not Support
	
	Electronic Docs: Not Applicable
	Software: Not Applicable
	Closed: Not Applicable
	Authoring Tool: Not Applicable
		Web:
		• The QRCG website contains the following issues:
		  ○ Some skipped headings
		  ○ Some potential headings - text that appears to be headings but they do not use the appropriate markup.
		  ○ Some form labels that are missing, empty, and orphaned in the QR code generator sections.
		  ○ Some indicators of required fields and instructions are absent in the QR Code generator.
		
		App:
		• The sites of the QRCG app contains one or more of the following issues:
		  ○ Headings are not used or they are empty.
		  ○ Heading levels are skipped.
		  ○ The page does not have regions or ARIA landmarks (header, nav, main, footer, banner, navigation, main, or content info).
		  ○ Unordered list is present without context.
		  ○ Tables have text but are not properly associated to be read by a screen reader.
		  ○ A layout table is used for positioning content.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** • Partially Supports **App:** • Partially Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** • 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 issues: ○ 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. ○ The Terms of Service page has layout tables under Schedule 4 layout tables **App:** • The QRCG app has a correct reading sequence and it can be programmatically determined, but there are few exceptions on the creation of QR codes.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** • Supports **App:** • Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** • Instructions do not rely solely on sensory characteristics. **App:** • 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.
1.4.1 Use of Color (Level A)	**Web:**	**Web:**

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	● Partially Supports **App:** ● Partially supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	● The QRCG website does not use color as the only visual means of conveying information, additional visual cues and text are used for this purpose. For example: it has standard links underlined throughout and required form fields have validation errors that state that they are required in addition to being the color red. However, it contains some links that are not underlined, and therefore may not be visually evident without color vision. **App:** ● 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.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** ● Supports **App:** ● Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** ● On the QR Code types pages on the QRCG website, audio automatically plays when a video opens upon clicking the "SEE HOW IT WORKS" link. The video player contains the ability to pause, stop, and control the audio volume independently of the overall system volume level. **App:** ● The QRCG app does not have media content that plays automatically.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document)	**Web:** ● Does Not Support **App:** ● Does Not Support	**Web:** ● The QRCG website has some critical functionality that is inaccessible with the keyboard alone. For example:

Criteria	Conformance Level	Remarks and Explanations
11.2.1.1.1 (Open Functionality Software) 11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Not Applicable Software: Not Applicable Closed: See information in 5.1.3.1 through 5.1.3.16. Not Applicable Authoring Tool: Not Applicable	- In the QR Code generator on the Home and solutions pages, parts of the form do not receive focus with tabbing and are therefore inoperable when using keyboard only. These include: the "DOWNLOAD" button and all elements of the "FRAME", "SHAPE & COLOR", and "LOGO" sections of the QR code generator, as well as links and close icons in the modals. - The main navigation menu is not accessible via tabbing. - There are a few form elements, links, and buttons that are inaccessible in the QR Code generator for various QR Code types. **App:** - The main features of the QRCG app are not operable through a keyboard interface.
[2.1.2 No Keyboard Trap](#) (Level A) Also applies to: EN 301 549 Criteria 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web:** - Does Not Support **App:** - Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** - The Home page and some others contain modals that cannot be closed with the keyboard alone in critical pathways, because the close button does not receive focus. For example: the QR Code download indicator, "print quality" and "scan tracking" modals, and the close button for the "file upload" CTA. **App:** - 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.

Criteria	Conformance Level	Remarks and Explanations

2.1.4 Character Key Shortcuts (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
   ● 9.2.1.4 (Web)
   ● 10.2.1.4 (Non-web document)
   ● 11.2.1.4.1 (Open Functionality Software)
   ● 11.2.1.4.2 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Web:
	   ● Not Applicable
	
	App:
	   ● Not Applicable
	
	Electronic Docs: Not Applicable
	Software: Not Applicable
	Closed: See information in 5.1.3.1 through 5.1.3.16. Not Applicable
	Authoring Tool: Not Applicable
		Web:
		   ● The QRCG website does not contain any keyboard shortcuts (or "hotkeys").
		
		App:
		   ● The QRCG app does not contain any keyboard shortcuts (or "hotkeys").

2.2.1 Timing Adjustable (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.2.2.1 (Web)
   ● 10.2.2.1 (Non-web document)
   ● 11.2.2.1 (Open Functionality Software)
   ● 11.2.2.1 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web:
	   ● Not Applicable
	
	App:
	   ● Not Applicable
	
	Electronic Docs: Not Applicable
	Software: Not Applicable
	Closed: Not Applicable
	Authoring Tool: Not Applicable
		Web:
		   ● The QRCG website does not contain time limits set by the content.
		
		App:
		   ● The QRCG app does not contain time limits set by the content.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.2.2.2 (Web)
   ● 10.2.2.2 (Non-web document)
   ● 11.2.2.2 (Open Functionality Software)
   ● 11.2.2.2 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
	Web:
	   ● Does Not Support
	
	App:
	   ● Does Not Support
	
	Electronic Docs: Not Applicable
	Software: Not Applicable
	Closed: Not Applicable
	Authoring Tool: Not Applicable
		Web:
		   ● The blinking/moving elements on the QRCG website consist of animated GIFs on the Home page, which do not have control mechanisms.
		
		App:
		   ● 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.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** ● Supports **App:** ● Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** ● **qr-code-generator.com:**The QRCG website contains some animations on the Home page that may be considered flashing, however it does not contain anything that flashes more than 3 times in a 1 second period. **App:** ● 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.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.1 (Web) ● 10.2.4.1 (Non-web document) – Does not apply ● 11.2.4.1 (Open Functionality Software) – Does not apply ● 11.2.4.1 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	**Web:** ● Partially Supports **App:** ● Does Not Support Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web:** ● The QRCG website contains heading elements at the beginning of each section of content, which is sufficient to meet this criteria. However, there are some heading levels that are skipped and potential headings not using the heading markup. **App:** ● The QRCG app does not provide mechanisms to bypass blocks of content on most of its pages.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.2 (Web) ● 10.2.4.2 (Non-web document) ● 11.2.4.2 (Open Functionality Software) - Does not apply ● 11.2.4.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool)	**Web:** ● Supports **App:** ● Partially Supports Electronic Docs: Not Applicable Software: Not Applicable	**Web:** ● The QRCG website's pages have titles that describe the topic or purpose. **App:** ● 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.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Authoring Tool: Not Applicable	
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** • Supports **App:** • Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** • The QRCG website presents components in a meaningful focus order, with the exception of the social icons in the footer. **App:** • The QRCG app has non sequential navigation in different components and the focus does not preserve operability.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** • Partially Supports **App:** • Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** • 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. **App:** • 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.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria	**Web:** • Not Applicable	**Web:**

Criteria	Conformance Level	Remarks and Explanations
9.2.5.1 (Web) 10.2.5.1 (Non-web document) 11.2.5.1 (Open Functionality Software) 11.2.5.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**App:** Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	- The QRCG website does not contain multipoint or path-based gestures. **App:** - The QRCG app does not contain multipoint or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web:** - Supports **App:** - Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** - The QRCG website does not contain down-events. Users are able to cancel their click by moving the mouse away. **App:** - The QRCG app does not contain down-events and the users are able to cancel their click by moving the mouse away.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web:** - Does Not Support **App:** - Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** - The QRCG website does not use accessible names (such as ARIA labels) in the user interface components with labels. **App:** - The QRCG app does not use accessible names in the user interface components with labels.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software)	**Web:** - Not Applicable **App:** - Not Applicable Electronic Docs: Not Applicable	**Web:** - The QRCG website does not contain functionality that depends on the motion of a device or user. **App:** - The QRCG app does not contain functionality that depends on the motion of a device or user.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** • Supports **App:** • Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** • The QRCG website properly identifies the language of the page on the HTML element using the "lang" attribute. **App:** • 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.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** • Supports **App:** • Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** • The QRCG website does not initiate a change of context when any user interface component receives focus. **App:** • When any component of the QRCG app receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document)	**Web:** • Partially Supports **App:** • Supports	**Web:** • The QRCG website has some components that cause modals to appear when you interact with them, such as:

Criteria	Conformance Level	Remarks and Explanations
11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	- When the upload link in the QR code generator is clicked and a file is browsed for and chosen, the user is then met with an upsell CTA that covers the content. - When the scan tracking toggle is turned on, an upsell modal appears. **App:** - The QRCG app does not initiate changes of context when a user enters data.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web:** - Does Not Support **App:** - Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** - The QRCG website's QR code generator contains some validation functionality, but lacks many common validation errors. Additionally, the QR Code generators on the solutions pages for various QR Code types do not appear to have any validation errors. In both scenarios, mandatory fields are not indicated/do not exist, and the form is able to be submitted without necessary/appropriate information. **App:** - 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.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool)	**Web:** - Does Not Support **App:** - Does Not Support Electronic Docs: Not Applicable Software: Not Applicable	**Web:** - The QRCG website contains some form elements that have missing labels. - The QR Code generator on the Home and solutions pages do not include text instructions in the forms or indicate required form controls. It also does not describe what will happen before a

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Closed: Not Applicable Authoring Tool: Not Applicable	form control that causes change of context to occur. **App:** - The QRCG app contains multiple issues related to labels, some of them are: - Control elements do not have labels. - Labels do not have content. - Labels are present but not associated with a form control. - Multiple labels are associated to the same element
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web:** - Partially Supports **App:** - Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	**Web:** - The QRCG website can mostly be accurately interpreted and parsed by assistive technologies. There are some empty and orphaned form labels in the QR code generator. **App:** - The QRCG app has multiple parsing errors, not allowed attributes in its html elements and other structural problems.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508	**Web:** - Does Not Support **App:** - Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	**Web:** The QRCG website contains many form elements that do not have text labels that are programmatically associated with the control element via the label element, 'for' attribute, 'title' attribute, or the 'aria-labelledby' attribute. It contains many buttons that are created with the <a> tag, and they are missing role="button", and in some cases descriptive text.

Criteria	Conformance Level	Remarks and Explanations
● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		The navigation menu does not use role="menu" on the tag or role="menuitem" on the tags. **App:** ● The QRCG app has multiple user interface components with names or roles that can not be programmatically determined.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.2.4 (Web) ● 10.1.2.4 (Non-web document) ● 11.1.2.4 (Open Functionality Software) ● 11.1.2.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** ● Not Applicable **App:** ● Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** ● The QRCG website does not contain live synchronized media. **App:** ● The QRCG website does not contain live synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool)	**Web:** ● Does Not Support **App:** ● Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	**Web:** ● The QRCG website does not have prerecorded audio descriptions for all prerecorded videos. **App:** ● The QRCG app does not have prerecorded videos.

Criteria	Conformance Level	Remarks and Explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Closed: Not Applicable Authoring Tool: Not Applicable	
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web:** ● Supports **App:** ● Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** ● The QRCG website does not restrict the view and operation to a single display orientation. **App:** ● The QRCG app does not restrict the view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web:** ● Partially Supports **App:** ● Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** ● The QRCG website uses clear labeling in most cases for the input fields, with the exception of some empty and orphaned labels. It does not use the "autocomplete" attribute or "for" attribute on its input fields, nor does it use semantic markup including the use of the "fieldset" or "legend" tags. **App:** ● 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.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.3 (Web) ● 10.1.4.3 (Non-web document) ● 11.1.4.3 (Open Functionality Software) ● 11.1.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** ● Does Not Support **App:** ● Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** ● The majority of the QRCG website styles and images do not meet the minimum color contrast. **App:** ● The visual presentation of text in several parts of the QRCG app does not have the minimum required color contrast.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** ● Supports **App:** ● Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** ● The QRCG website has zooming and scaling enabled. **App:** ● The QRCG app has zooming and scaling enabled.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs)	**Web:** ● Supports **App:** ● Supports Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	**Web:** ● 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. **App:** ● With only one exception in the QR code creation page, the QRCG app does not present essential information as text in an image.

Criteria	Conformance Level	Remarks and Explanations
● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web:** ● Supports **App:** ● Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** ● 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. **App:** ● The QRCG app 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.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web:** ● Does Not Support **App:** ● Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** ● The user interface components and states of the QRCG website have a contrast ratio lower than 3:1 against adjacent colors. **App:** ● The user interface components and states of the QRCG app have a contrast ratio lower than 3:1 against adjacent colors.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs)	**Web:** ● Partially Supports **App:** ● Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** ● On the QRCG website, in most cases, the changes of text spacing does not cause loss of content or functionality, however there are some instances in which loss of content is caused in the form of being covered or cut off. **App:** ● On the QRCG app, the changes of text spacing does not cause loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web:** ● Does Not Support **App:** ● Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** ● 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. **App:** ● The content that is visible on hover or focus in the QRCG app is not dismissible and in some cases neither hoverable.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.5 (Web) ● 10.2.4.5 (Non-web document) – Does not apply ● 11.2.4.5 (Open Functionality Software) – Does not apply ● 11.2.4.5 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	**Web:** ● Supports **App:** ● Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web:** ● 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. **App:** ● The QRCG app has multiple ways to navigate to its different pages by including links and navigation bar/menu. Electronic Docs: The QRCG website and QRCG application do not offer electronic documents. Authoring Tool: The QRCG website and QRCG application do not offer tools for creating or editing content.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.6 (Web)	**Web:** ● Partially Supports **App:**	**Web:** ● The QRCG website contains some skipped headings and orphaned form labels.

Criteria	Conformance Level	Remarks and Explanations
● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	● Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**App:** ● The QRCG app has orphan labels and several headings and labels that do not describe a purpose or are empty.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** ● Partially Supports **App:** ● Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**Web:** ● There are some instances in the QRCG website in which the focus is not visible and obvious - a focus indicator is not present - in critical pathways. This includes: the arrow icons for expanding and collapsing menus, the "Scan tracking" toggle and "PRINT QUALITY" button on the Home page, and radio buttons and a select field on some of the solutions forms. **App:** ● The QRCG app has multiple elements that are operable with a keyboard that do not have an appropriate visible focus.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.1.2 (Web) ● 10.3.1.2 (Non-web document) ● 11.3.1.2 (Open Functionality Software) – Does not apply ● 11.3.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** ● Partially Supports **App:** ● Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	**Web:** ● 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. **App:** ● 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

Criteria	Conformance Level	Remarks and Explanations
		properly update when a different language is selected.

3.2.3 Consistent Navigation (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.3.2.3 (Web)
   ● 10.3.2.3 (Non-web document) – Does not apply
   ● 11.3.2.3 (Open Functionality Software) – Does not apply
   ● 11.3.2.3 (Closed Software) – Does not apply
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software) – Does not apply to non-web software
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs) – Does not apply to non-web docs
	Web:
	   ● Supports
	
	App:
	   ● Supports
	
	Electronic Docs: Not Applicable
	Authoring Tool: Not Applicable
		Web:
		   ● The QRCG website's repeated navigational mechanisms are consistent throughout.
		
		App:
		   ● 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.

3.2.4 Consistent Identification (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.3.2.4 (Web)
   ● 10.3.2.4 (Non-web document) – Does not apply
   ● 11.3.2.4 (Open Functionality Software) – Does not apply
   ● 11.3.2.4 (Closed Software) – Does not apply
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software) – Does not apply to non-web software
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs) – Does not apply to non-web docs
	Web:
	   ● Does Not Support
	
	App:
	   ● Does Not Support
	
	Electronic Docs: Not Applicable
	Authoring Tool: Not Applicable
		Web:
		   ● 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.
		
		App:
		   ● 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.

3.3.3 Error Suggestion (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.3.3.3 (Web)
   ● 10.3.3.3 (Non-web document)
   ● 11.3.3.3 (Open Functionality Software)
   ● 11.3.3.3 (Closed Software)
	Web:
	   ● Partially Supports
	
	App:
	   ● Partially Supports
	
	Electronic Docs: Not Applicable
		Web:
		   ● 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.

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	**App:** 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.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web:** - Not Applicable **App:** - Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: - The QRCG website does not cause legal commitments or transactions to occur. **App:** - The QRCG app does not offer a mechanism to reverse, check, or confirm the financial transactions.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web:** - Does Not Support **App:** - Does Not Support Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web:** - The status messages on the QRCG website occur when a user downloads a QR Code from any of the QR code generator forms. The status message is delivered via a change of context - a modal - which disrupts the user's current context. **App:** - The QRCG app does not use "role=status" or "role=alert" in its status messages.

Table 3: Success Criteria, Level AAA

Notes: These products have not been tested for conformance to WCAG level AAA.

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
1.3.6 Identify Purpose (Level AAA 2.1 only) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA

Criteria	Conformance Level	Remarks and Explanations
2.2.4 Interruptions (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
2.2.5 Re-authenticating (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
2.2.6 Timeouts (Level AAA 2.1 only) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
2.3.2 Three Flashes (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
2.3.3 Animation from Interactions (Level AAA 2.1 only) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
2.4.8 Location (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
2.4.9 Link Purpose (Link Only) (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
2.4.10 Section Headings (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
2.5.5 Target Size (Level AAA 2.1 only) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
3.1.3 Unusual Words (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA
3.1.4 Abbreviations (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Not Evaluated	These products have not been tested for conformance to WCAG level AAA

Criteria	Conformance Level	Remarks and Explanations

3.1.5 Reading Level (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Evaluated	These products have not been tested for conformance to WCAG level AAA

3.1.6 Pronunciation (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Evaluated	These products have not been tested for conformance to WCAG level AAA

3.2.5 Change on Request (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Evaluated	These products have not been tested for conformance to WCAG level AAA

3.3.5 Help (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Evaluated	These products have not been tested for conformance to WCAG level AAA

3.3.6 Error Prevention (All) (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Evaluated	These products have not been tested for conformance to WCAG level AAA

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Web:** Does Not Support **App:** Does Not Support	**Web:** The QRCG website has several issues that affect users without vision. The main issues are: ● The primary features of the app lack complete usability with the keyboard alone, which does not conform to the WCAG **2.1.1 Keyboard** and **2.1.2 No Keyboard Trap** criteria. ● Some images do not have alternative text, which does not conform to the WCAG **1.1.1 Non-text Content** criterion. ● Some form labels are missing, empty, and orphaned in the QR code generator, which does not conform to the WCAG **1.1.1 Non-text Content, 1.3.1 Info and Relationships**, **4.1.1 Parsing**, and **2.4.6 Headings and Labels** criteria. ● Icons on the QRCG website are missing role and aria-label attributes, therefore they are not being read properly by screen readers. This does not conform to the WCAG **1.1.1 Non-text Content** and **2.4.4 Link Purpose (In Context)** criteria. ● Some headings are skipped, which does not conform to the WCAG **2.4.1 Bypass Blocks** criterion. ● Some indicators of required fields and instructions are absent in the QR Code generator, which does not conform to the WCAG **3.3.3 Error Suggestion** criterion. **App:** The QRCG app has several issues that affect the users without vision, the main issues are: ● Most of the images do not have alt text. ● Some links do not have text or their text depends on the context. ● Accessible names are not used in the user interface components ● The main features of the app are not usable with the keyboard. ● The app has keyboard traps. ● Some errors are not properly identified.

Criteria	Conformance Level	Remarks and Explanations
		• Custom elements are not recognized correctly by the screen readers. • Bypass blocks mechanisms are not offered. • The web pages have multiple structural errors.
302.2 With Limited Vision	**Web:** Does Not Support **App:** Does Not Support	**Web:** In addition to issues itemized in 302.1 Without Vision: • Many user interface elements lack adequate contrast sitewide, which does not conform with WCAG criteria **1.4.1 Use of Color**, **1.4.3 Contrast (Minimum)**, and **1.4.11 Non-text Contrast**. • Not all user interface components have a visible focus, as described in WCAG criterion **2.4.6 Focus Visible**. **App:** The QRCG app has several issues that affect the users with limited vision, the main issues are: • Not all user interface components have a visible focus. • Labels and instructions have low contrast. • Some links do not have text or its text depends on the context. • Custom elements are not recognized correctly by the screen readers.
302.3 Without Perception of Color	**Web:** Partially Supports **App:** Partially Supports	**Web:** • As described in **1.4.1 Use of Color**, **1.4.3 Contrast (Minimum)**, and **1.4.11 Non-text Contrast**, the QRCG website does not have the minimum required contrast in the majority of its critical elements, as well as images. **App:** • The QRCG app does not have the minimum required contrast in the majority of its texts, instructions, and images.

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	**Web:** Partially Supports **App:** Not Applicable	**Web:** ● The QRCG website contains videos that contain audio. As described in the remarks for WCAG criterion **1.2.2 Captions (Prerecorded)**, the videos have captions, however they do not cover all core languages. ● The videos do not have audio descriptions, media alternatives, or subtitles, as mentioned in the remarks on the WCAG criterion **1.2.3 Audio Description or Media Alternative (Prerecorded)**. **App:** ● The QRCG app does not use audio to convey meaning
302.5 With Limited Hearing	**Web:** Partially Supports **App:** Not Applicable	**Web:** ● The QRCG website contains videos that contain audio. As described in the remarks for WCAG criterion **1.2.2 Captions (Prerecorded)**, the videos have captions, however they do not cover all core languages. ● The videos do not have audio descriptions, media alternatives, or subtitles, as mentioned in the remarks on the WCAG criterion **1.2.3 Audio Description or Media Alternative (Prerecorded)**. **App:** ● The QRCG app does not use audio to convey meaning
302.6 Without Speech	**Web:** Not Applicable **App:** Not Applicable	**Web:** ● The QRCG website does not require speech input. **App:** ● The QRCG app does not require speech input.
302.7 With Limited Manipulation	**Web:** Partially Supports **App:** Partially Supports	**Web:** ● The QRCG website does not require fine motor controls, simultaneous actions, or special input methods. However, the main features of the website can not be navigated and interacted with using only a keyboard, and multiple keyboard traps are present, as described in the remarks for WCAG criteria **2.1.1 Keyboard** and **2.1.2 No Keyboard Trap**. **App:** ● The QRCG app does not require fine motor controls, simultaneous actions, or special input methods. However, the main features of the

Criteria	Conformance Level	Remarks and Explanations
		app can not be used using only a keyboard, and multiple keyboard traps are present.
302.8 With Limited Reach and Strength	**Web:** Does Not Support **App:** Does Not Support	**Web:** The QRCG website has the following issues for limited reach and strength: ● There is a lack of keyboard accessibility in some critical paths of the website as mentioned in **302.7 With Limited Manipulation** above. ● Tooltips do not conform to the WCAG **1.4.13 Content on Hover or Focus** criteria. **App:** ● The QRCG app offers a consistent navigation and multiple ways to navigate, allows the use of assistive technologies, and does not require the use of special hardware, however there is a lack of keyboard accessibility in the main features, there are not mechanisms to bypass blocks of content, and the application has multiple structural issues that can affect the user with limited reach and strength

302.9 With Limited Language, Cognitive, and Learning Abilities	**Web:** Partially Supports
	
	App: Partially Supports
		Web: The following issues on the QRCG website relate to this criterion:
		
		● As described in the remarks for the WCAG criterion **1.4.12 Text Spacing**, some text is covered or cut off when text spacing is increased.
		● Tooltips do not conform to the WCAG **1.4.13 Content on Hover or Focus** criterion.
		● As described in the WCAG **3.3.2 Labels or Instructions** criterion, many of the form fields of the QR Code generator do not have programmatically associated labels.
		
		App:
		● The QRCG app offers a consistent and predictable navigation, allows the use of assistive technologies, and use icons and colors with text information, however there are some issues that affects this criterion:
		  ○ Lack of suggestions for error correction in few inputs.
		  ○ Many of the user interface components do not have programmatically associated labels.
		  ○ Low contrasts in text, images, and web elements.

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	**Web:** Does Not Support **App:** Does not support	Refer to Section 508 302.1 Without Vision
4.2.2 Usage with limited vision	**Web:** Does Not Support **App:** Does Not Support	Refer to Section 508 302.2 With Limited Vision
4.2.3 Usage without perception of color	**Web:** Partially Supports **App:** Partially Supports	Refer to Section 508 302.3 Without Perception of Color
4.2.4 Usage without hearing	**Web:** Partially Supports **App:** Not Applicable	Refer to Section 508 302.4 Without Hearing

Criteria	Conformance Level	Remarks and Explanations
4.2.5 Usage with limited hearing	**Web:** Partially Supports **App:** Not Applicable	Refer to Section 508 302.5 With Limited Hearing
4.2.6 Usage with no or limited vocal capability	**Web:** Not Applicable **App:** Not Applicable	Refer to Section 508 302.6 Without Speech
4.2.7 Usage with limited manipulation or strength	**Web:** Partially Supports **App:** Partially Supports	Refer to Section 508 302.7 With Limited Manipulation
4.2.8 Usage with limited reach	**Web:** Not Applicable **App:** Not Applicable	Related to Section 508 302.8 With Limited Reach and Strength
4.2.9 Minimize photosensitive seizure triggers	**Web:** Supports **App:** Supports	**Web:** ● The QRCG website does not include visual features with flashing that could trigger seizures. **App:** ● The QRCG app does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition, language or learning	**Web:** Partially Supports **App:** Partially Supports	Refer to Section 508 302.9 With Limited Language, Cognitive, and Learning Abilities
4.2.11 Privacy	**Web:** Supports **App:** Supports	**Web:** ● The QRCG website does not restrict the usage of standard privacy controls with assistive technologies. **App:** ● 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

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	**Web:** Partially Supports **App:** Not Applicable	**Web:** ● The QRCG website contains some QR Code Types videos that have controls (CC button) for turning captions on/off. The controls are available on all video players, however not all core languages have captions consistently for every video. (Core languages: English, German, Spanish, Portuguese, French, & Italian) **App:** ● The QRCG app does not contain video content.
7.1.2 Captioning synchronization	**Web:** Supports **App:** Not Applicable	**Web:** ● The videos on the QRCG website preserve synchronization between audio and the accompanying captions. **App:** ● The QRCG app does not contain video content.
7.1.3 Preservation of captioning	**Web:** Supports **App:** Not Applicable	**Web:** ● The videos on the QRCG website preserve caption data such that it can be displayed in a manner consistent with clauses 7.1.1 and 7.1.2.

Criteria	Conformance Level	Remarks and Explanations
		App: ● The QRCG app does not contain video content.
7.1.4 Captions characteristics	**Web:** Does Not Support **App:** Not Applicable	**Web:** ● The embedded video players on the QRCG website do not have functionality to change the characteristics of the captions. **App:** ● The QRCG app does not contain video content.
7.1.5 Spoken subtitles	**Web:** Does Not Support **App:** Not Applicable	**Web:** ● The QRCG website does not contain spoken subtitles for languages other than English. **App**: ● The QRCG app does not contain video content.
7.2.1 Audio description playback	**Web:** Does Not Support **App:** Not Applicable	**Web:** ● The QRCG website's embedded video players do not include a setting or controls for audio descriptions or alternative audio tracks. **App:** ● The QRCG app does not contain video content.
7.2.2 Audio description synchronization	**Web:** Not Applicable **App:** Not Applicable	**Web:** ● The QRCG website does not contain audio descriptions. **App:** ● The QRCG app does not contain video content.

Criteria	Conformance Level	Remarks and Explanations
7.2.3 Preservation of audio description	**Web:** Not Applicable **App:** Not Applicable	**Web:** The QRCG website does not contain audio descriptions. **App:** ● The QRCG app does not contain video content.
7.3 User controls for captions and audio description	**Web:** Partially Supports **App:** Not Applicable	**Web:** ● The video players on the QRCG website include user controls at the same level as the primary media controls for captions, however there are no audio descriptions and associated controls. **App:** ● The QRCG app does not contain 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

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

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.

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