Links:
[DocuSign Voluntary Product Accessibility Template (VPAT) for Signing](#)
[DocuSign Voluntary Product Accessibility Template (VPAT) for Sending](#)

DocuSign Accessibility Statement

The purpose of this document is to provide visibility on the current state of DocuSign's allegiance with, and adherence to, government and international requirements for differently abled product users ([U.S. Government's Section 508](#) and [WCAG 2.0 Level AA standards and guidelines](#)).

Summary of Current Accessibility Compliance

DocuSign's web application conforms to and continually tests for Government Section 508 and WCAG 2.0 AA compliance. The signing experience is accessible to our clients' customers by supporting:

- Common screen readers (See the supported screen readers for each browser on the Compatibility with browsers and assistive technology section below)
- High-contrast tools on the supported operating systems
- Keyboard-only input

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Conformance status

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. The DocuSign Signing Experience and the DocuSign Sending Experience are partially conformant with WCAG 2.0 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standards. DocuSign has taken steps to ensure that the areas that do not conform to WCAG standards are minor, and there is no hindrance to users with disabilities from completing all major tasks. The DocuSign Signing VPAT is posted online for review, as is the DocuSign Sending VPAT.

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Feedback

We welcome your feedback on the accessibility of DocuSign Signing Experience and the DocuSign Sending Experience. Please let us know if you would like to discuss accessibility issues, or if you have questions or comments:

- E-mail: accessibility@docusign.com

We try to respond to feedback within 5 business days.

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Measures to support accessibility

DocuSign takes the following measures to ensure accessibility of DocuSign Signing Experience:

- Include accessibility throughout our internal policies.
- Appoint an accessibility officer and/or ombudsperson.
- Provide continual mandatory accessibility training for our staff.
- Assign clear accessibility targets and responsibilities.
- Employ formal accessibility quality assurance methods.
- Periodic retesting of DocuSign products and digital properties.
- Appoint an accessibility champion in each product group.
- Implemented an accessibility plan for long-term continuance.

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Compatibility with browsers and assistive technology

DocuSign Signing Experience and DocuSign Sending Experience are designed to be compatible with the following assistive technologies:

- JAWS and Internet Explorer
- NVDA and FireFox
- VoiceOver (Apple's native screen reader) and Mac Safari

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Technical Specifications

Accessibility of DocuSign Signing Experience relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

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Assessment approach

Docusign assessed the accessibility of the signing experience by the following approach:

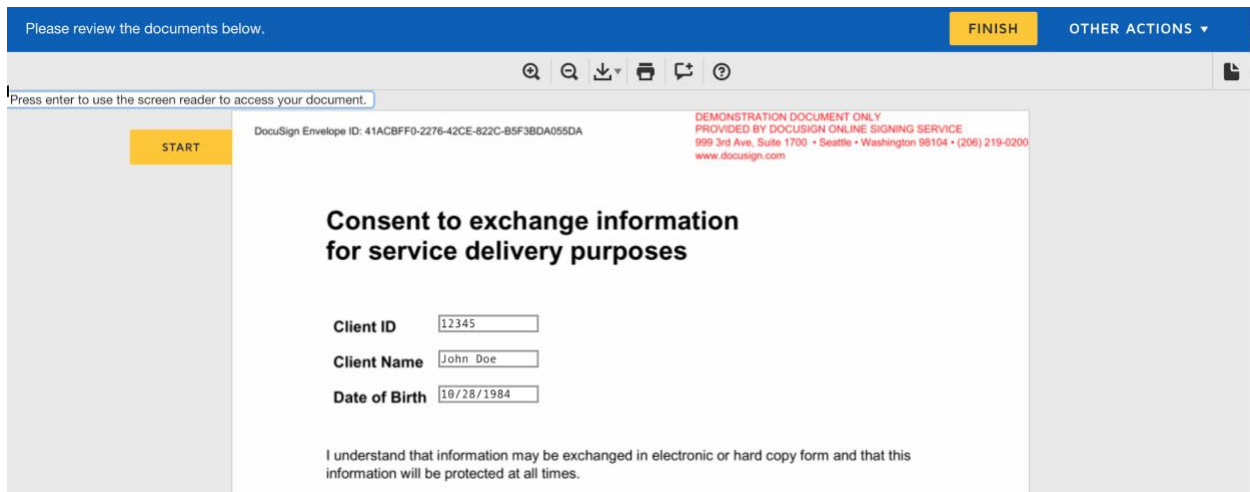- External evaluation by [The Paciello Group (TPG)](#)

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Signing

Signing with Optimal Accessibility

DocuSign leverages different assistive technologies to ensure that all users are able to sign our documents. We support the use of **screen readers**, that allows visually impaired users to follow the necessary guidelines to sign an envelope; **keyboard-only** usage to ensure that any action can be executed using only this device; and the enablement of **high contrast** mode in all Operating Systems which allows colorblind users to have a better experience while signing a document.

Using Screen Reader Mode

Signers using screen readers must enable the Screen Reader mode for a document to be read to them. When enabled, this feature translates the document to be signed into a consumable format for screen reader technology. To enable screen reader mode, the user must navigate in the signing session with the Tab key to the "Press enter or use the screen reader to access your document" link. Clicking this link will enable the Screen Reader to start reading the document:

Notice the link on the top left section of the screen. This is the hidden link that will allow the screen reader to read the document.

The user will then be able to hear the screen reader read the entire document along with the DocuSign Fields or they will be able to navigate through the content using the screen reader.

Using Mobile-Friendly Mode

Signers who rely on screen readers who receive an envelope with Mobile-Friendly mode enabled have the ability to navigate into the document and read its contents. There is no need

to do anything else to perceive the document if you are using an assistive technology. This mode is not available for all accounts.

Notice the switch at the top left side of the screen. Screen reader users can navigate into the document immediately.

Keyboard Accessibility

DocuSign allows users to use the keyboard to access all the functionalities that can be performed with a mouse. Particularly, each screen reader has their own particular keyboard shortcuts:

- JAWS
- NVDA
- VoiceOver

There are also Keyboard shortcuts for both Windows and Mac.

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High Contrast

DocuSign honors the high contrast mode setting of the Operating Systems with the exception of white on a black background**.**

To access the High Contrast mode in Windows, the user can press left Alt +Shift+Print Screen, then select yes or no. In Windows 10 and Windows 8.1, the user can turn on high contrast from the sign-in screen, then select the Ease of Access button on the sign-in screen and choose High Contrast.

To access the High Contrast mode in a Mac with the keyboard, the user can press Control+Option+Command+8. In MacOS, the user can go to the Accessibility icon in the System

Preferences, go to the Display section and select the "invert colors" option and/or pick other accessibility display options.

Accessibility Expectations for Signing

Web Content Accessibility Guidelines (WCAG) 2.0 covers a wide range of recommendations for making Web content more accessible. Following these guidelines will make content accessible to a wider range of people with disabilities, including **blindness/low vision, color blindness,** and **limited movement**.

1. **As a low vision/blind user**, I would expect the signing experience to:
   a) enter screen reader mode
   b) rely on keyboard access
   c) have form Fields that provide explicit labels and titles
   d) have other structural markup such as list and heading elements to be read correctly
   e) inform of missing or erroneous input Field content and focus to be shifted to the first erroneous Field upon selecting the Finish button
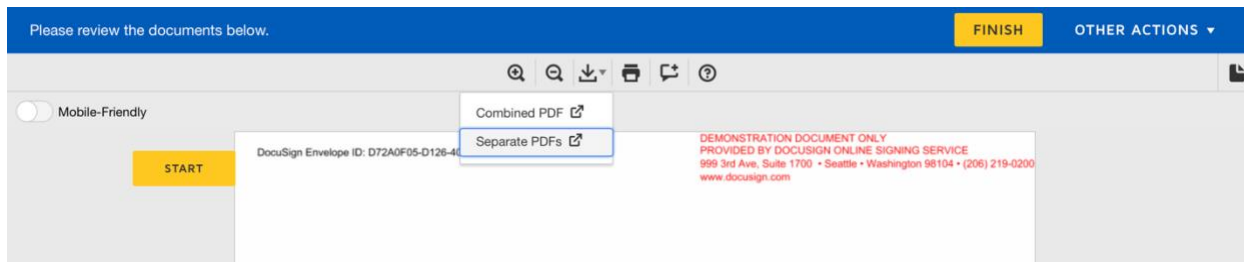   f) support the browser zoom function or screen magnification software (expected by low vision users)

2. **As a color blind user**, I would expect the signing experience to:
   a) honor high contrast mode setting of the Operating System with the exception of white on a black background
   b) not override user selected contrast and color selections
   c) not use color alone to convey information or indicate an action
   d) not permit a user to adjust color or contrast settings. If Senders can leverage Branding controls to manage color, then the selected colors should have a contrast ratio of at least 4.5:1.

3. **As a limited mobility user**, I would expect the signing experience to:
   a) provide full keyboard support by avoiding the use of device dependent event handlers
   b) not require the user to have fine motor control in order to operate any features
   c) allow all functions to be executed on a keyboard
   d) get equivalent signing options such as uploading a signature or selecting styles of signatures/initials available by default

Accessibility of Signed Document PDFs

DocuSign provides all customers the ability to download an accessible tagged PDF version of the signed envelope. Once you are done signing, you can open the completed document by activating the View Document link in the confirmation email you will receive after signing. Then navigate to the download menu and choose the "Separate PDFs" option. Open the downloaded PDF in Adobe Reader while using one of the two screen readers we support for accessing PDFs: JAWS or the NVDA screen reader. We do not advise attempting to read the PDF in the browser's PDF view since different browsers have different behaviors when reading PDFs.

Open the Download menu and select Separate PDFs option.

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Limitations and alternatives

Despite our best efforts to ensure accessibility of DocuSign signing experience, there may be some limitations. Below is a description of known limitations noted on the VPAT, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for DocuSign signing experience:

1. **Decorative image in an email**: Two non-essential decorative images don't have alternative text in a notification email, so the image is announced as its source filename. We have determined that the source filename will not confuse the user and the context around the images allows users to successfully perform their task. DocuSign is working on fixing this issue at the current time. In the meantime, no extra steps need to be taken to ensure that users will be able to understand the email.
2. **Minor Focus change on page load:** On four Authentication pages, focus is moved to the content just below the page heading. Only the page heading is not announced. On the second "Authentication: Phone (static number)" page it moves to the field that allows users to enter their phone verification code. These issues occur because of the means in which the security system is implemented to increase security for our users. To address this, DocuSign has inserted the page heading information into the page titles, so equivalent information is announced when the page loads.
3. **Two links that rely on color alone:** This issue has been addressed and fixed.

4. **Comment functionality is not keyboard-operable:** This issue has been addressed and fixed.
5. **A secondary button is not keyboard-operable:** This issue has been addressed and fixed.
6. **One page times out without a warning message**: On the "Authentication: Phone (user-defined number)" page, users are automatically logged out after 20 minutes of inactivity. It is a security risk for users to remain on this page for more than 20 minutes. When this happens, users are notified of a workaround: they are provided with instructions to return to the original email and use the "Review Document" link to start the authentication process again.
7. **Two page titles are not unique:** On the "Authorization: Phone (static number) screens, the page titles are simply "DocuSign" for both screens in the two-step process. To address this, DocuSign has minimized the information on this page (only a few lines of text) so its purpose is clear. And the first element in the page is the main heading, so as soon as users enter the page, they will have equivalent information.
8. **Error identification on one form:** On the KBA authentication screen, entering invalid data on the first submit forces users to enter more information into the form to increase the security of the page. This is because the authentication system on this page checks the validity of the address of the user, and if the address fails the check, the system requires them to enter more information. To address this, DocuSign inserts text visually and prompts the screen reader to announce that extra information is required if the address fails to verify with the system. Also, fields that are now required that were once optional have visual and textual/programmatic indicators on each field to allow users to know which fields are in error and/or required.
9. **Helpful hints are not announced when they appear:** The "helpful hints" shown at the top of the main content section are not announced when users navigate to their related form controls. For example, if a user navigates to a signature field, she will not hear the "helpful hint" that states "Select the sign field to create and add your signature" as well as the field's label "Required - Sign here button". DocuSign asserts that it is a better user experience for screen reader users if these helpful hints are not announced along with the field's label because it will be tedious to hear them every time they navigate to a DocuSign tag on the document, especially when there are a number of DocuSign tags on the document. The purpose of the DocuSign tags are clear without this extra text. If customers would like to provide more helpful information to users, they can customize the tooltips of the DocuSign fields to announce more hints or information as necessary.
10. **Insufficient color contrast on two links:** This issue has been addressed and fixed.

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Sending

DocuSign has tested the sending experience to ensure it meets [WCAG 2.0 AA compliance](#). Accessibility has been assessed when a user clicks on the link that they receive in email, while they perform the signing process, and after they have completed the signing process.

The sections below describe how accessibility is achieved, and how signers get the most accessible experience possible in DocuSign.

Sending for Optimal Accessibility During Signing

Key Point: It is the responsibility of the document creator to make sure the document is compliant before uploading it into the DocuSign platform.

DocuSign's ability to provide a screen reader friendly, accessible document is dependent on the sender providing an accessible document for the signing process. It is the responsibility of the document creator to make sure it is compliant. If the document was perceivable prior to being uploaded to DocuSign, then it will be readable by signers after the DocuSign fields are applied to the document. The completed document will also be as compliant as the source document.

Microsoft Word Documents

Creating a document using Microsoft Word is one of the best ways to create a document when using DocuSign. Microsoft Word allows you to create content using tools that optimize documents in a way that is easily understood by assistive technology such as screen readers. It also has a built-in Accessibility Checker that verifies documents are compliant and suggests solutions in the areas that it is not.

After you complete a document, you can run the Accessibility Checker by selecting the **Review** tab and then clicking on the '**Check Accessibility**' button. DocuSign recommends using the latest version of Word. If you are using an earlier version, you can use the '**Check for Issues**' button followed by the '**Check for Accessibility**' link. Word checks for issues it finds and provide suggestions on how to fix them. When the results appear, you can click on the items in the results tree. More information will display to allow you to understand why the issue was flagged and how to fix it. Not all of the suggestions are necessary. For example, not all tables require table headers so you can skip unnecessary suggestions if they do not apply to your document.

It is important to use Word properly to structure your documents when you create them. For example, use headings styles when creating headings and use list styles when creating lists. This allows assistive technology to understand the structure of the document. If you create documents with headings that appear as headings but are not using Word heading styles, the

structure of the document may not be communicated properly to users who rely on assistive technology.

There are some structures in Word that do not translate well to assistive technology when importing them into DocuSign. These structures also have issues when read by assistive technology in Word documents. For example, a text box may not appear in the proper order when imported into DocuSign since it can be nested inside of text. The automated import process has to make a best guess as to when it should be read, either before or after the surrounding text. If this occurs after importing the document, use DocuSign fields to make sure the text/content is announced in the proper location, such as the Text field.

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PDF/UA Documents and Document Preparation

PDF/UA documents must meet the ISO standard for universal accessibility when uploaded by the sender. PDF documents need to be tagged and properly tested under WCAG 2.0 AA guidelines to meet these requirements.
There are numerous software applications that allow senders to ensure that the PDF they upload is properly set as accessible (PDF/UA). It is recommended to use more than one of the following software applications to verify the accessibility compliance of the document.

- Microsoft Word. A Word document should be saved in Office 2010 (or higher) as a PDF then select the radio button "Best for electronic distribution and accessibility (uses Microsoft online service)." This ensures the PDF is PDF/UA tagged.
- Adobe Acrobat Pro helps to check PDF accessibility and that the tags are added to the PDF. If the PDF is not tagged, this software offers an 'Autotag document' feature that selects tags for the user. Acrobat Pro also has an Accessibility Checker tool that will help to ensure the document is accessible. The user should not use the Reading Order feature that this software offers as it is only useful for internal reading with the native Acrobat reader.
- CommonLook has developed a plug-in for Adobe Acrobat that allows its users to edit the PDF tags in the tree structure better than with Adobe Acrobat alone. This provides a clearer view of the reading order. The same company provides a service to make PDFs accessible.
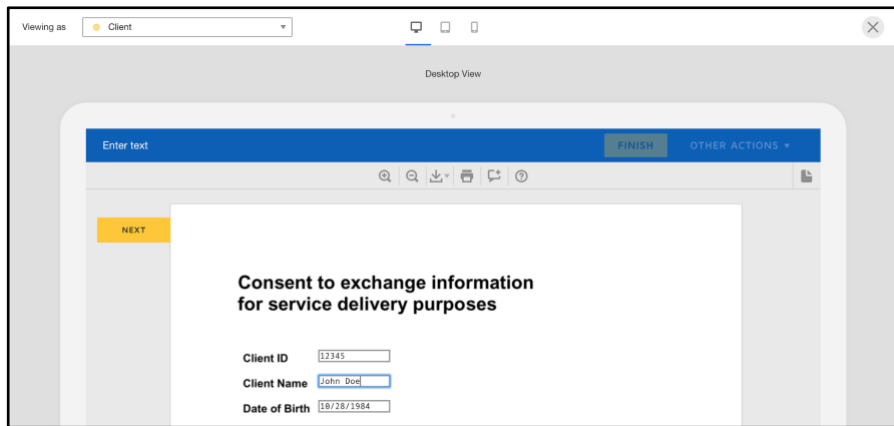- Axes4 is another company that provides the service to make individual PDFs documents accessible.

Senders do not need to do any additional steps after an accessible document is uploaded to DocuSign. However, including a Note field or a tooltip to the DocuSign fields can help signers understand the document they are signing.

- Note field: Instructions on filling in forms are available to screen reader users through the use of the Note field.

- Customizable tooltips: Should be used by senders for form field labeling and identification.

These are not required to make a document accessible but will help the user to navigate the document effectively.
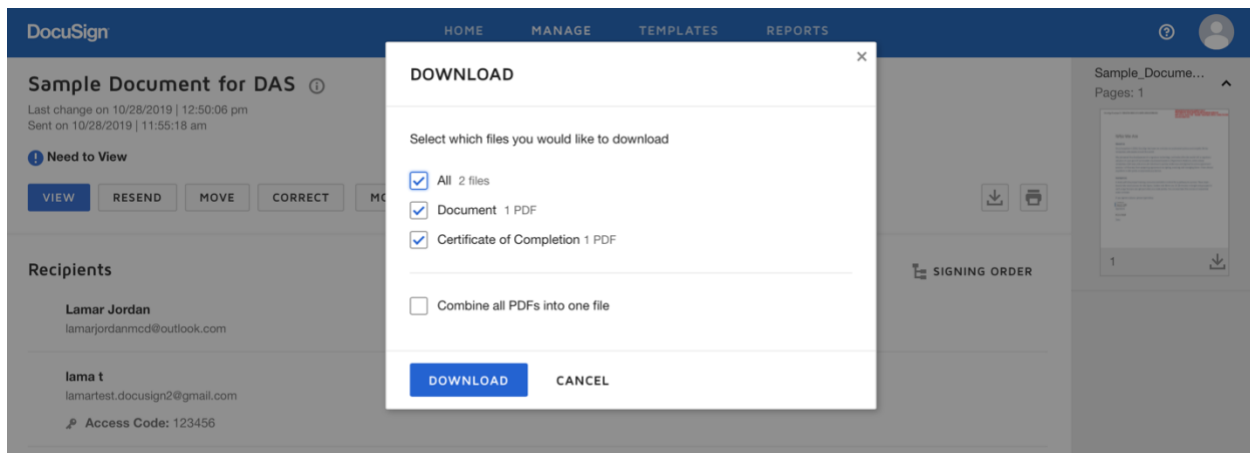
It is also recommended that the sender test how the document reads with a screen reader by using the Recipient Preview feature. This should be done after adding the DocuSign fields to the document. It verifies that they are properly placed as well as showing how they are read using assistive technology.

Accessibility of Sent Document PDFs

DocuSign provides all customers the ability to download an accessible tagged PDF version of the signed envelope. Once you are done signing, go to the Manage page and locate the envelope. Click on the envelope name in the list. On the Envelope Details page, navigate to the download icon and the first three boxes should be checked and the Combined documents checkbox should be unchecked. Activate the Download button and open the document file in Adobe Reader. The supported screen readers for reading PDFs in Adobe Reader are JAWS and NVDA. We do not advise attempting to read the PDF in the browser's PDF view since different browsers have different behaviors when reading PDFs.

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Limitations and alternatives

Despite our best efforts to ensure accessibility of the DocuSign sending experience, there may be some limitations. Below is a description of known limitations noted on the VPAT, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for DocuSign sending experience:

1. **Font icons (such as the status icons in the Manage Inbox) lack proper alternative text:** This issue has been addressed and fixed.
2. **Some decorative font icons (such as the key icon in the Document details page) are not hidden from assistive technologies:** On most of the decorative icons that appear throughout the product, DocuSign hides the font icon so screen readers do not attempt to guess what to say when they encounter a symbol. During testing it was discovered that only VoiceOver registers these types of icons. Also, VoiceOver does not actually announce these icons; it presents them in the VoiceOver display as a question mark (?) so it is not announced at all to screen reader users. This is a minor issue since the font icon, being decorative, is not necessary to understand the content of the page and is not announced.
3. **The heading structure is not logical on some pages: Some headings were marked out of order, for example, a level 5 heading followed a level 3 heading.** This issue has been addressed and fixed.
4. **Some text is incorrectly marked up as a structural heading:** Some instances of text used heading HTML instead of normal text HTML. This issue has been addressed and fixed.
5. **One of the date fields does not correctly expose errors to assistive technologies:** The date field in the filter menu on the Manage page was not announcing the 'Invalid

date' error tied to the date field when the error would appear visually. This issue has been addressed and fixed.

6. **The calendar widget on the Manage section is not keyboard operable. However, alternatively, the date can be directly entered into the date field:** When users encounter the date field on the Manage page, they can either enter a date with the keyboard, or select a date from the calendar widget that appears. DocuSign has provided an accessible means for screen reader users and keyboard-only users to enter this date via the keyboard, so there is nothing blocking users from entering the date and completing the form. However, the optional use of the calendar is not optimized for users who rely on the keyboard.

7. **The checkboxes on the Template Sharing dialog are missing labels:** A number of checkboxes appear in this dialog that allow users to select multiple items. This issue has been addressed and fixed.

8. **Dynamic filter results are not announced to screen reader users:** In some input fields, such as search fields, as the user types, suggestions appear. These suggestions are not announced by the screen reader as the user types. The can, however, navigate into the suggestion list and select a suggestion, so the suggestions are still available to the all users.

9. **Some calendar widgets are not using appropriate roles:** The calendar should have ARIA roles of "grid" and "gridcell" in order for assistive technology to interact with the widget properly. To bypass this issue, all users have the ability to enter the date directly in the date fields without interacting with the calendar widget.

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The Sending experience of DocuSign has had an extensive independent assessment from The Paciello Group and is now WCAG 2.0 AA compliant.

The Scope of the Sending experience is the following:
1. **Send from template.** A user with disabilities will be able to do the following:
   a. Navigate with a keyboard to the NEW button in the Home/Manage Page
   b. Open the options, which will be read by the screen reader and select the one to 'Use a Template'.
   c. The template modal or the advanced edit page (depending on the level of detail the template creator provided) will open and the user will be able to navigate all the sections using the tab button or any shortcuts allowed by the screen reader to complete the relevant information. All headers should be properly placed for easy navigation.
   d. The user will be able to use the Preview feature to listen to how the document is read by the screen reader in the same way that the envelope signer will before they send out the template.

2. **Manage envelopes/templates.** A user with disabilities will be able to do the following:
   a. Navigate with a keyboard to the header to reach the Manage/Template section.
   b. Once in either section, the user will be able to go through all the filters and/or folders to find the desired envelope/template.
   c. Read both pages with a right and left panels now ARIA regions which are labeled for easy navigation.
   d. The users will be able to jump from the folder/filter left panel to the envelope/template table section to perform any desired action.

3. **Send new envelope / Template Creation**. A user with disabilities will be able to do the following:
   a. For the template or envelope creation, the user will be able to navigate using a keyboard to the NEW button to select "Send an envelope" or "Create a template".
   b. Once in the prepare page, the user will need to import a PDF that already has form fields included in it (the Add Fields page has [Keyboard accessibility with helpful shortcuts](#), but does not support ad hoc tagging).
   c. Once the user reaches the Add Fields page, they will be able to import the Form Fields from the document and automatically transform them into DocuSign Fields.
   d. DocuSign doesn't read the uploaded document in the Add Fields page, but it does read it in the Preview, so the user will be able to read the entire document with the imported form Fields as the signer will during the signing experience.

4. **Reports**: DocuSign has made significant efforts to make Reporting compliant and accessible. Graphs and charts have textual alternatives in tabular format to allow all users to understand and find information. These tables can be accessed by tabbing to a hidden link next to each chart or navigating to the corresponding page.

5. **Admin Page**: The Admin page is not currently compliant, but it is part of the accessibility road map for 2019 and will get continued investment from the DocuSign to reach WCAG 2.0 AA compliance.

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Appendix: DocuSign Document Fields

The screen reader will read the DocuSign Fields that are added to each document by the sender. If the sender also includes a tooltip then it will also be read by the screen reader as follows:

Field	Tooltip format - What the Screen Reader Reads	Note
Sign	[Required/Optional] - Sign Here - [Custom Tooltip value]	
Initial	[Required/Optional] - Initial Here - [Custom Tooltip value]	
Full Name	No tooltip applied since text is not editable; actual text in the Field will be read by screen reader.	
Stamp	[Required/Optional] - Stamp	
Date	No tooltip applied since text is not editable; actual text in the Field will be read by screen reader.	
Email	No tooltip applied since text is not editable; actual text in the Field will be announced by screen reader.	1
Company	[Required/Optional] - Company - [Custom Tooltip value]	2
Title	[Required/Optional] - Title - [Custom Tooltip value]	
Text	[Required/Optional] - [Custom Tooltip value]	
Checkbox	[Required/Optional] - [Custom Tooltip value]	When the checkbox is "read only", then the SR only announces an X if the checkbox was checked by the sender. When focused, the Field is announced again along with the information on whether the checkbox is checked. Some screen readers may announce the field name twice.

1 This Field doesn't support a tooltip.
2 This Field is announced twice. This is a bug the team is working to fix.

Field	Tooltip format - What the Screen Reader Reads	Note
Dropdown	[Required/Optional] - [Data Label value]	The Data Label is read, so it is important to advise users to change it. Otherwise, the SR will announce something like "*Dropdown e4dafaa7-4ad4-4f6a-b39c-d9eeacb9ed8d*", which is a bad experience. When the dropdown gets focus it reads the selected option and the number of options that the combo has ("*Combo box one of ____*"). Some screen readers may announce the field name twice.
Radio	[Required/Optional] - [Group Label/Tooltip] - [Radio Button Value]	The Data Label (or the Tooltip, if this is completed) and the radio option are announced, so it is important to advise users to edit them. Otherwise, the SR will announce something like "*Radio e4dafaa7-4ad4-4f6a-b39c-d9eeacb9ed8d - Radio*", which is a bad experience. When focused, the Field is announced again along with the information on whether the radio is selected. Some screen readers may announce the field name twice.
Formula	The formula is not read, only the value.	
Attachment	[Required/Optional] - Attachment - [Custom Tooltip value]	When the signer selects the Field and hits Enter, then the dialog to upload the attachment is opened (and announced by the SR).
Note	The note that the sender included is read	
Approve	Required - Approve - [Unchecked/Checked]	The Approve Field is always required. The Button text will be announced always. If the sender leaves the Field blank, then by default the system will include the "Approve" text as Button text

Field	Tooltip format - What the Screen Reader Reads	Note
Decline	Optional - [Button Text] - [Unchecked/Checked]	The Decline Field is always optional. The Button text will be announced always. If the sender leaves the Field blank, then by default the system will include the "Decline" text as Button text. Once the signer hits Enter to activate the declination, then the modal to provide the explanation (which is also accessible and announced by the SR) will appear.

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