



# Login.gov Accessibility Assessment: Identity Verification Process

Identity Assurance Level 2 (IAL2\*)

## Executive summary

Login.gov is committed to being inclusive and accessible for all users. Our goal is to continuously improve how people of all abilities are able to use Login.gov to easily access government applications and services.

This report describes the conformance of the Login.gov identity verification process for Identity Assurance Level 2 (IAL2\*) with [W3C's Web Content Accessibility Guidelines \(WCAG\)](#). The review process is described in Section 5 below and is based on evaluation factors in the [W3C's accessibility evaluation resources](#).

Based on this evaluation, the web pages in the IAL2\* identity verification process meet WCAG 2.1, Conformance Level AA.

## Evaluation background

Conformance evaluation of web accessibility requires a combination of [semi-automated evaluation tools](#) and manual evaluation by an experienced reviewer. The results in this report are based on an evaluation conducted in August 2021 and reflect the improvements made since the evaluation. The IAL2 identity verification process is close to meeting applicable sections of the WCAG 2.1 AAA conformance

level. Accessibility features in which Login's Identity Verification Process is strong include.

- [Form labels](#)
- [Error handling](#)
- [Text links](#)
- [Font size](#)
- [Images](#)
- [Keyboard navigation](#)

Accessibility elements we are actively improving include:

- [Structure/semantics](#)
- [Skip navigation](#)
- [Color](#)

## Scope of review

This report describes the conformance of the login.gov identity verification process for Identity Assurance Level 2 with the [W3C's Web Content Accessibility Guidelines \(WCAG\)](#).

URL path for this review:

- <https://login.gov/>
  - <https://secure.login.gov/>
    - IAL2 identity verification process

## Evaluation methods used

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.

- **Not applicable:** The criterion is not relevant to the product.
- **Not evaluated:** The product has not been evaluated against the criterion.















## Results













■ = Initial Assessment Results





■ = Current State

■ = No Change Necessary

Design element	Accessibility requirements	Supports	Partially supports	Not applicable	Not evaluated
Images	Content is available with images disabled	■			
	Images that are purely decorative, and not contextual, have empty, or null, alternative text specified	■			
	Images that convey contextual content have equivalent alternative text specified in the alt attribute of the img element	■			
	Page uses image-based CAPTCHA, alt text has been added to state what alternatives exist for non-sighted users.			■	
Structure/ semantics	Important information placed towards the top of the page	■			
	Headings represent an accurate outline of the content.	■	■		
	Headings, paragraphs, and lists are obvious and sensible	■	■		
	Screen readers can read the content of the page by using the down arrow key.	■			
	Information heard matches the information conveyed to a sighted user	■			

	Each link has a unique link text and description				
	Screen readers can read the content of the page by using the down arrow key. Information you hear matches the information conveyed to a sighted user				
	Page titles are meaningful and accurate				
Skip nav	Users can navigate via a link, the “skip link”, at the top of each page directly to the main content area				
	"Skip to Main Content" link target appears at the start of the main content area, usually right before the <h1> heading tag				
	Skip navigation link shifts visual focus AND cursor focus to the desired target				
Form labels	Logically-related groups of form elements are identified with appropriate fieldset and legend elements				
	Required form controls are visually and semantically distinguished from optional form controls.				
	Required field indicators (*), formatting guidance and/or field instructions (e.g. MM/DD/YYYY) are included as part of field labels				
	Each appropriate input element or form control has an				

	associated and visible label element or title attribute				
Error handling	Form error messages identify the error(s) to the user and describe them to the user				
	User(s) quickly identify when an error has occurred with submission of the form and they are instructed on what must be corrected to successfully submit the form				
Color	Information conveyed by color is also conveyed by context, markup, graphic coding, or other means				
	Focus indicator is always visible (e.g., If sighted keyboard users are not able to track cursor focus when tabbing from link to link the CSS is missing definitions for link/anchor focus.)				
Keyboard	Each element (link, form element, button, plug-in, etc.) on a page is navigable and operable via the keyboard				
	Page's tab is order logical				
	Focus indicator is always visible (e.g., If sighted keyboard users are not able to track cursor focus when tabbing from link to link the CSS is missing definitions for link/anchor focus.)				
Text links	All text links have sufficient color contrast of at least 4.5:1				
	All links are underlined				

Font size	Font size and type exceed appropriate standards				
Plug-ins/viewers					
Media (Multi)					
Data tables					

## What's next

### Goal 1: Meet Conformance Level AAA Rating

Meet WCAG AA level, and applicable sections of the WCAG 2.1 AAA conformance level. WCAG 2.0 conformance level AAA includes several criteria pertaining to language and multilingualism. By addressing certain functional and design elements Login.gov will remove barriers preventing users from completing the identity verification process.

#### Priorities

- Adding additional language options besides English, Spanish, and French.
- Improve Login's bilingual capabilities and proficiency

### Goal 2: Usability testing

A key aspect to building an inclusive Login.gov is incorporating direct public feedback in our research.

#### Priorities

- Discover challenges and gaps in the identity verification flow for End Users who have (are)
  - Cognitive disabilities
  - Novice English speakers (ESL)
  - Braille Display Users

- Screen reader and magnification users

### **Goal 3: Accessibility evaluation**

Continue to evaluate all public facing static sites and flows so we can understand gaps and areas of improvement.

### **Priorities**

- All public facing static sites
  - Login.gov site
  - Developers.login.gov site
  - Partners.login.gov site
  - Data.login.gov (Beta)

*\* Login.gov continues to work toward achieving certification of compliance with NIST's IAL2 standard from a third-party assessment organization.*

## **References**

[Web Content Accessibility Guidelines \(WCAG\) Overview](#)

[Web Content Accessibility Guidelines 2.1](#)

[Techniques for WCAG 2.1](#)

[Accessibility Evaluation Resources](#)

[Web Accessibility Evaluation Tools List](#)

[Using Combined Expertise to Evaluate Web Accessibility](#)