Whereby Embedded Accessibility Conformance Report

WCAG Edition

(Based on VPAT® 2.4 Rev WCAG - https://www.itic.org/policy/accessibility/vpat)

Name of Product/Version: Whereby Embedded / (April 2, 2024) (end user video calling experience)

Report Date:

April 2, 2024

Product Description:

Whereby Embedded (https://whereby.com/information/embedded) is a product offered by Whereby, allowing customers to add a video conferencing module, packaged as an iframe or as a web component, to their websites. This Accessibility Conformance Report focuses specifically on the end user experience, that is, the UI that is shown to hosting and visiting meeting participants.

Contact Information:

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Notes:

This report lives on https://docs.google.com/document/d/1W_m8ocLmmYlzibIY0d4YGw4ins5WTSATwW-qnQAz7YM/edit and will be updated on an ongoing basis.

Evaluation Methods Used:

The Whereby Embedded product was evaluated using Chrome 123 on a MacBook Air M1 running macOS Sonoma 14.2.1, and in Chrome 123 on an iPhone 13 running iOS 17.4.1. We've used Chrome's built-in Developer Tools, the Accessibility Insights for Web and the Accessible Web Helper Chrome extensions, macOS VoiceOver and macOS Voice Control.

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)

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

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)	Supports	For non-text content that is a control or accepts user input, such as images used as submit buttons, either a text alternative is provided, or else a button description is provided to describe the purpose of the non-text content.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The site does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The site does not contain prerecorded synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The site does not contain prerecorded video content that would require audio description or a media alternative.
1.3.1 Info and Relationships (Level A)	Supports	Visual structure and relationship information is provided through object information (including landmarks, headings and navigation elements), or is available in text.
1.3.2 Meaningful Sequence (Level A)	Supports	The site content is presented in a meaningful sequence.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions do not rely solely on sensory characteristics.
1.4.1 Use of Color (Level A)	Supports	Site content and functionality does not convey information through color alone.
1.4.2 Audio Control (Level A)	Supports	Mechanisms to control the playback of audio and control its volume are available.
2.1.1 Keyboard (Level A)	Supports	All site functionality can be accessed and interacted with through the keyboard. Tab and tab-shift allow users to navigate through the interface, while the space bar can be used to toggle flyout menus from the action buttons at the bottom; items in the flyout menus can be reached by tabbing, or by using the arrow keys.
2.1.2 No Keyboard Trap (Level A)	Supports	The site does not include keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The site supports key shortcut navigation, which can be shown when inputting "?". This feature can be turned off via Settings > Advanced > Keyboard shortcuts
2.2.1 Timing Adjustable (Level A)	Not Applicable	The site does not rely on time limits.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	The site does not rely on moving, blinking or scrolling information that lasts more than 5 seconds. One exception to this is a video preloading animation, which might be shown more than 5 seconds, but which is essential and thus exempt. Furthermore, certain elements such as participant tiles are constantly updated (with video) and automatically rearranged within a split second, depending on a number of factors. This functionality is also essential for the functioning of the site, and therefore allowed.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	The site does not contain any interface element that flashes more than three times. For video or screen share tiles that show flashing content, there is an option for any call participant to minimize this tile by maximizing their own or another participant's video tile.
2.4.1 Bypass Blocks (Level A)	Supports	The site does not contain a lot of text or blocking elements that require skip links. The in-room focus order has been configured so as to start from the camera button, allowing instant access to key call controls.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A)	Supports	Page titles indicate the subdomain and the room name. When the service is embedded through an iframe or the <whereby-embed> element, the page title needs to be specified by the containing page.
2.4.3 Focus Order (Level A)	Supports	The in-room focus order has been configured so as to start from the buttons that control camera, microphone and other key call controls, followed by other, less important elements on the page.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link in the site can be determined from the link text alone or from the programmatic context of the link.
2.5.1 Pointer Gestures (Level A 2.1 only)	Not Applicable	The site does not rely on multipoint or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	The site functions that rely on a single pointer are completed when the user releases the pointer.
2.5.3 Label in Name (Level A 2.1 only)	Supports	The words which visually label a component are also the words associated with the component programmatically.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	The site does not rely on motion actuation.
3.1.1 Language of Page (Level A)	Supports	The language of a page is programmatically defined.
3.2.1 On Focus (Level A)	Supports	The site's UI components do not initiate a change of context when focused.
3.2.2 On Input (Level A)	Supports	Changing the setting of any UI component does not automatically cause a change of context. In the rare cases where it does, the user has been advised of the expected behavior in advance. Note: at present, links in chat are opened in a new tab/window when clicked. Although not required for Level A, we might investigate how we can make it more clear that this is the behavior that will occur.
3.3.1 Error Identification (Level A)	Supports	Where errors are automatically detected, the error is identified, and an error message is provided as text.
3.3.2 Labels or Instructions (Level A)	Supports	A label or instructions are provided for each of the site's input fields.
4.1.1 Parsing (Level A)	Supports	The site uses semantically correct markup for all interface elements, with complete start and end tags and accurate nesting.
4.1.2 Name, Role, Value (Level A)	Supports	The site's UI components' name, role and state can be programmatically determined.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Note that, per the specification, this success criterion applies to broadcast of synchronized media (which is not applicable), not to two-way multimedia calls. That said, we do support experimental captioning support for multimedia calls with multiple participants as well.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The site does not contain prerecorded video content that would require audio description.
1.3.4 Orientation (Level AA 2.1 only)	Supports	The content of the site does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	The site contains an input field where the meeting participant can enter their name. This purpose is programmatically determinable.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Text in the site meets minimum contrast requirements. However, it is worth pointing out that in case customers configure a suboptimal background

Criteria	Conformance Level	Remarks and Explanations
		image, the text contrast level might vary. Caution needs to be exercised when configuring this. We provide an option to change the button text to black, and recommend to use this if it helps to improve the contrast.
1.4.4 Resize text (Level AA)	Supports	All site content supports standard zoom capabilities built into modern web browsers and operating systems. The <meta name="viewport"> element contains an instruction that sets the maximum scale to 1, but while this prevents in-browser pinch zoom, this does not prevent OS level default zoom adjustments. Furthermore, when Whereby rooms are embedded within a page, the viewport instruction is ignored, and the containing page's viewport instructions are honored instead.
1.4.5 Images of Text (Level AA)	Supports	The site uses text instead of images of text, with the exception of a (configurable) logotype in the top left corner, which is deemed an essential use.
1.4.10 Reflow (Level AA 2.1 only)	Supports	The site supports reflow. Content can be viewed without horizontal scrolling in a viewport that is 320 pixels wide.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	UI components in the site meet minimum contrast requirements.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	The spacing between letters, words, lines of text and/or paragraphs can be adjusted without obscuring or losing information or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	Content on Hover or Focus is Dismissable, Hoverable, and Persistent.
2.4.5 Multiple Ways (Level AA)	Not Applicable	The site consists of a single page.
2.4.6 Headings and Labels (Level AA)	Supports	The site uses labels where relevant and appropriate for interactive components. It also uses correctly configured headings, in particular in the context of Settings.
2.4.7 Focus Visible (Level AA)	Supports	All focusable elements on the site have a visible keyboard focus indicator.
3.1.2 Language of Parts (Level AA)	Not Applicable	When the interface is used in English, this is not applicable, as all strings are available in English, which is the default. For other (incomplete) languages, this is Not Supported at present.
3.2.3 Consistent Navigation (Level AA)	Supports	The site provides consistent and repeatable navigation.
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality within the site are identified consistently.
3.3.3 Error Suggestion (Level AA)	Not Applicable	Given the type of site, there is no need for user input that requires error correction.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	No forms within the site submit actions that cause legal commitments or financial transactions to occur, nor do any forms submit actions that modify or delete user-controllable data in data storage systems.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	At present, status messages (incl. incoming chat messages, error messages, and device input related messages) are programmatically determined, in such a way that they can be presented to the user by assistive technologies without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: Not applicable. The Recipe Dashboard site was not evaluated for WCAG 2.1 Level AAA conformance