

WCAG-Website-Test Report

Client:	Web Inclusion GmbH
Object of testing:	Help Center
Procedure:	WCAG-Test
Tester:	Eye-Able
Quality assurance by:	Berat Suroji
Test period:	13.11.2025 – 17.11.2025
Created on:	13.11.2025
Result:	Not WCAG 2.2-compliant

Introduction

Web Inclusion GmbH carries out testing based on the WCAG 2.2 test (<https://www.w3.org/>) from the W3C project. This involves examining the relevant website using 60 test steps. Where appropriate, the test step contains detailed comments on any problems.

The WCAG test is based on the European Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on barrier-free access to the websites and mobile applications of public sector bodies and the Commission Implementing Decision (EU) 2021/1339 of the Commission of 12 August 2021 on the harmonized standard for websites and mobile applications to support Directive (EU) 2016/2102 of the European Parliament and of the Council.

The testing procedure is fully transparent and publicly documented.

For a better understanding, the exact requirements can be found in the descriptions and test instructions for the individual test steps in the list of test steps at <https://www.w3.org/TR/WCAG21/#content-structure-separation-programmatic>.

Assignment

In accordance with the order, the Eye-Able service website was submitted to the WCAG 2.2 test. Programmed objects were not tested (Java, Flash, etc.). Likewise, any existing alternative text versions were adopted from the test. The test result may therefore not apply to the entire website. The results of the WCAG test are intended primarily for internal use. They may not be published for the purposes of advertising or public relations. However, it is desirable to share them internally to support efficient revision (e.g. with partners involved) and to communicate solutions or possible problems. The test report contains a comment on the test result in the 'Notes' section. This may be publicly disclosed in whole or in part within a declaration of accessibility in accordance with WCAG 2.2, citing the testing agency.

Test object

A few words about the test object.

Problematic areas and elements are mentioned in the comments on the individual test steps in the chapter 'The test steps in detail'.

These findings describe the identified accessibility deficiency for the affected element only as an example for all elements of this type that occur in the offering.

The following pages were tested:

URL:

- **Help Center:** <https://help.eye-able.com/>
- **Help Center (Eye-Able Assist):** <https://help.eye-able.com/eye-able-assist#installation-assist>

Notes

The result refers to the state of the offer within the test period. Changes made after the test was completed were not considered.

Test-Equipment

The following test software was used:

- NVDA (free download <https://www.nvaccess.org/download/>)
- Test version of the screen reader JAWS <http://www.freedomsci.de/serv01.htm>)
- Color Contrast Analyzer (free download <https://developer.paciellogroup.com/resources/contrastanalyser/>)
- Accessibility Insights for Web, Chrome-Add-in, more information <https://accessibilityinsights.io/docs/en/web/overview/>
- the JavaScript-Bookmarklets for accessibility-tests by Paul J. Adam: <https://pauljadam.com/bookmarklets.html>
- The Bookmarklets for the WCAG-Tests: <https://testen.bitv-test.de/bookmarklets.html>

Result

The evaluation of the individual test steps is based on the [Web Content Accessibility Guidelines \(WCAG\) 2.1](#) (WCAG 2.1) for Level AA, which are part of the [implementing decision \(EU\) 2018/2048](#) standard [EN 301 549](#). In addition, supplementary tests were carried out in accordance with WCAG 2.2 to take future requirements into account. Conformity can already be assumed for the individual test steps if a test step has been assessed as 'mostly fulfilled'. However, this also means that deficiencies that significantly restrict the usability of the web-based offer for a group of people with disabilities are assessed as 'partially fulfilled' at the least and are therefore classified as 'non-compliant'.

In summary, the following assessment options are available in summary, the following assessment options are available:

Assessment	WCAG-Compliant
Fulfilled	Yes
Rather fulfilled	Yes
Partly fulfilled	No
Rather not fulfilled	No
Not fulfilled	No
Not applicable	No Rating

A summary with an overall assessment can be found in the chapter „Tabular summary of results“. This table contains a column for each test criterion and a column for the corresponding result. If all tested pages have been correctly implemented with regard to a criterion, it is assessed as fulfilled.

However, if at least one page does not fulfil the criterion, the assessment is marked as not fulfilled.

Test steps in detail

The notes are intended to provide support for the barrier-free implementation of the application. In some cases, they also contain suggestions for technical implementation.

Reference is made to standard [EN 301 549](#). Chapters 5, 6, 7, 11 and 12 refer to this standard, and the steps described are not linked to external sources.

The remaining chapters refer to WCAG 2.2, and the corresponding steps are linked to their respective sources.

Tabular summary of the results

Test step	Evaluation
5.2 Activation of accessibility features	Not applicable
5.3 Biometrics	Not applicable
5.4 Preservation of accessibility information during conversion	Not applicable
5.5.1 Operating options	Not applicable
5.5.2 Distinguishability of operable elements	Not applicable
5.6.1 Tactile or auditory status	Not applicable
5.6.2 Visual status	Not applicable
5.7 Key repetition	Not applicable
5.8 Acceptance of double keystrokes	Not applicable
5.9 Simultaneous user actions	Not applicable
6.1 Audio bandwidth for voice	Not applicable
6.2.1.1 RTT communication	Not applicable
6.2.1.2 Simultaneous use of voice and text	Not applicable
6.2.2.1 Visually distinguishable display	Not applicable
6.2.2.2 Transmission and reception direction determined by software	Not applicable
6.2.2.3 Speaker identification	Not applicable
6.2.2.4 Visual display of audio using RTT	Not applicable
6.2.3 Interoperability	Not applicable
6.2.4 Responsiveness of RTT	Not applicable

6.3 Caller identification	Not applicable
6.4 Alternatives to voice-based services	Not applicable
6.5.2 Resolution	Not applicable
6.5.3 Frame rate	Not applicable
6.5.4 Synchronisation between audio and video	Not applicable
6.5.5 Visual indicator of audio in video	Not applicable
6.5.6 Speaker identification using video (sign language) communication	Not applicable
7.1.1 Subtitle playback	Not applicable
7.1.2 Subtitle synchronisation	Not applicable
7.1.3 Subtitle preservation	Not applicable
7.1.4 Subtitle properties	Not applicable
7.1.5 Spoken subtitles	Not applicable
7.2.1 Playback of audio description	Not applicable
7.2.2 Synchronisation of audio description	Not applicable
7.2.3 Preservation of audio description	Not applicable
7.3 Controls for subtitles and audio description	Not applicable
1.1.1 Non-text Content	Fulfilled
1.2.1 Audio-only and Video-only (Prerecorded)	Not applicable
1.2.2 Captions (Prerecorded)	Not applicable

1.2.3 Audio Description or Media Alternative (Prerecorded)	Not applicable
1.2.4 Captions (Live)	Not applicable
1.2.5 Audio Description (Prerecorded)	Not applicable
1.3.1 Info and Relationships	Not fulfilled
1.3.2 Meaningful Sequence	Fulfilled
1.3.3 Sensory Characteristics	Fulfilled
1.3.4 Orientation	Fulfilled
1.3.5 Identify Input Purpose	Fulfilled
1.4.1 Use of Color	Fulfilled
1.4.2 Audio Control	Not applicable
1.4.3 Contrast (Minimum)	Not fulfilled
1.4.4 Resize text	Fulfilled
1.4.5 Images of Text	Fulfilled
1.4.10 Reflow	Fulfilled
1.4.11 Non-text Contrast	Not fulfilled
1.4.12 Text Spacing	Fulfilled
1.4.13 Content on Hover or Focus	Fulfilled
2.1.1 Keyboard	Not fulfilled
2.1.2 No Keyboard Trap	Fulfilled
2.1.4 Character Key Shortcuts	Fulfilled
2.2.1 Timing Adjustable	Not applicable
2.2.2 Pause, Stop, Hide	Not applicable

2.3.1 Three Flashes or Below Threshold	Not applicable
2.4.1 Bypass Blocks	Fulfilled
2.4.2 Page Titled	Not fulfilled
2.4.3 Focus Order	Not fulfilled
2.4.4 Link Purpose (In Context)	Fulfilled
2.4.5 Multiple Ways	Fulfilled
2.4.6 Headings and Labels	Fulfilled
2.4.7 Focus Visible	Fulfilled
2.4.11 Focus Not Obscured	Fulfilled
2.5.1 Pointer Gestures	Fulfilled
2.5.2 Pointer Cancellation	Fulfilled
2.5.3 Label in Name	Fulfilled
2.5.4 Motion Actuation	Fulfilled
2.5.7 Dragging Movements	Fulfilled
2.5.8 Target Size (Minimum)	Fulfilled
3.1.1 Language of Page	Fulfilled
3.1.2 Language of Parts	Fulfilled
3.2.1 On Focus	Fulfilled
3.2.2 On Input	Fulfilled
3.2.3 Consistent Navigation	Fulfilled
3.2.4 Consistent Identification	Fulfilled
3.2.6 Consistent Help	Fulfilled
3.3.1 Error Identification	Fulfilled

3.3.2 Labels or Instructions	Fulfilled
3.3.3 Error Suggestion	Fulfilled
3.3.4 Error Prevention (Legal, Financial, Data)	Fulfilled
3.3.7 Redundant Entry	Fulfilled
3.3.8 Accessible Authentication	Fulfilled
4.1.1 Parsing (Obsolete and removed)	Fulfilled
4.1.2 Name, Role, Value	Not fulfilled
4.1.3 Status Messages	Fulfilled
11.7 Custom settings	Not applicable
11.8.2 Accessible content creation	Not applicable
11.8.3 Preservation of accessibility information during transformation	Not applicable
11.8.4 Repair assistance	Not applicable
11.8.5 Templates	Not applicable
12.1.1 Accessibility and Compatibility Features	Not applicable
12.1.2 Accessible Documentation	Not applicable
12.2.2 Information on Accessibility and Compatibility Features	Not applicable
12.2.3 Effective Communication	Not applicable
12.2.4 Accessible Documentation (from Support)	Not applicable

