

## 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 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 |

