

Statement of Accessibility Conformance

26/01/2023

What was tested

A representative number of pages were checked from Amiquus Request for accessibility compliance. These were accessed via the following.

1. Request - Landing
2. Disclosure (Disclosure Scotland - Basic) - Overview
3. Disclosure (Disclosure Scotland - Basic) - Form
4. Disclosure (Disclosure Scotland - Basic) - Review details
5. Photo ID - Before you start
6. Photo ID - Document and Device questions
7. Photo ID - How to use the Amiquus app
8. Photo ID – Connected to mobile app
9. Banking information - Search for a banking provider
10. Banking information - Provider selected
11. Banking information - TrueLayer needs your permission (Connect to your account)
12. Banking information - New account, add details
13. Request - submitted

What was Out of Scope

- Marketing website
- Web application (AQID)
- Mobile application (iOS/Android) (Coming April 2023)

Summary

The site has a considerable number of accessibility issues which can be addressed by following conventions and standards. Doing so will provide most users with an accessible experience.

Classification: This document has been classified as Public as per our [Information Classification and Data Handling Policy](#).

Owner: Leila-Clare Kellgren is responsible for maintaining the document and ensuring that it is up to date.

Pages were checked for adherence to the internationally recognised Web Content Accessibility Guidelines (WCAG) version **2.1 AA** (<http://www.w3.org/TR/WCAG/>).

As a result of the original audit, 30 WCAG conformance issues were identified:

- 1 High Issues
- 27 Medium priority issues
- 2 Low priority issues.

Recheck of issues

Following remediation work and subsequent rechecks, 21 of the overall 30 issues have been fixed.

Outstanding issues

The following issues from those identified remain outstanding:

Medium priority

There are interactive elements that are operated by third party vendors and therefore we are unable to fix the following issues.

- Some combobox updates are not programmatically determined (Loqate address lookup)

There are some issues that Amiquis couldn't fix at this time but are working on ways to make the following elements more accessible:

- Some input fields will not autofill correctly
- Optional and required fields that make up an address do not clearly identify themselves as such, complicated by them being subject to change based on the selected country.
- There is content that is visually communicated as being interrelated, tabular data. However, malformed table semantics have been used.

Testing environment

AbilityNet carried out accessibility testing on a Windows 10 machine with the latest version of Google Chrome and JAWS 2021.

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Mobile testing was carried out using an iPhone SE running iOS 15.3.1 with VoiceOver.

Conformance

From the audit and subsequent rechecks of the site, the pages tested can be confirmed as being **partially compliant** with both the level A and AA guidelines as specified in the Web Content Accessibility Guidelines (<http://www.w3.org/TR/WCAG/>).