

Statement of Accessibility Conformance

05/07/2023

What was tested

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

1. Welcome
2. Connect to your request
3. Photo Verification
4. Select Country
5. Photo page of passport
6. Photo ID verification
7. Ready to scan - modal
8. Take a photo of yourself
9. Take photo
10. About Amiquis

What was Out of Scope

- Marketing website
- Web application (AQID)
- Shopfront

Summary

The Amiqus ID production app 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.

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, 23 WCAG conformance issues were identified:

- 1 High Issue
- 21 Medium priority issues
- 1 Low priority issues.

Recheck of issues

Following remediation work and subsequent rechecks, 11 of the overall 23 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 informative images are inappropriately hidden from assistive technology
- Some zoom causes loss of meaningful content
- Some focus is not managed appropriately when a page is dynamically updated
- Some instructions communicated visually are not programmatically determined
- Some dynamic updates are not appropriately programmatically determined

Low Priority

- Some non-interactive elements have interactive instructions

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

Medium priority

- Some interactive elements have an inexplicit label
- Some dynamic text resize causes loss of meaningful functionality
- Some meaningful visual structure is not represented by reading order
- Some focus is not managed appropriately when page is loaded
- Some screen reader cursor is moved to another element when element is adjusted
- Some search results are not programmatically identified

Testing environment

AbilityNet carried out accessibility testing on an iPhoneSE running iOS 14.7 with voiceover.

Additionally tested on an Android 11 Pixel 6a with talkback.

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/>).