



YouCanBook.me Accessibility Conformance Report

WCAG Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version:

YouCanBook.me - Latest version of Booking Pages - VPAT Version 2

Product Description:

YouCanBook.me is an online scheduling tool that integrates with your calendar to eliminate the back and forth when setting up meetings.

Report Date:

October 2021

Contact Information:

support@youcanbook.me

Notes:

The latest version of our booking pages was released in August 2019. The following document and conformance levels refer only to this new version.

If you have questions about our new booking pages, how to get it, or why we have chosen to focus this document on it, please get in touch using the above email.

Evaluation Methods Used:

Testing is based on general product knowledge and internal testing with assistive technologies.

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 (No) Level AA (No) Level AAA (No)

Conformance Level 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.

Remarks and Explanations Terms

The terms used in the Remarks and Explanations information are defined as follows:

- **Account owner:** Refers to the person who has control of the YouCanBook.me account and booking pages.
- **Booker:** Refers to the person who will be making a booking.
- **Password page:** Refers to the page shown when an account owner enables the password protect feature. Bookers must enter the correct password before they can view and schedule a time.
- **Teams page:** Refers to the page shown when an account owner enables the teams feature. Bookers must choose a team member, or choose "no preference" before they can view and schedule a time. This page is not shown if the Teams feature is active with the "Assume no preference" option checked.
- **Services page:** Refers to a page shown when an account owner enables the services feature. Bookers must choose one or more services before they can view and schedule a time.
- **Booking page:** Refers to the page which shows a grid of times for bookers to view and schedule from. This page always shows when making a booking.
- **Booking form:** Refers to the page which details the time chosen, and asks bookers for details before they confirm the booking. This page is always shown when making a booking.
- **Thank you page:** Refers to the page shown after confirming a booking. If the "Redirect to an external URL after a booking" feature is on, this page will not show.

WCAG 2.0 Report

Note: When reporting on conformance with the WCAG 2.0 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	<p>Password page: Supports</p> <p>Teams page: Supports</p> <p>Services page: Supports - includes decorative elements (duration and price icons) that don't have text alternatives but are ignored.</p> <p>Booking page: Supports</p> <p>Booking form: Supports</p> <p>Thank you page: Supports - includes decorative elements (success tick icon) that doesn't have a text alternative but is ignored.</p>
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no prerecorded audio-only and prerecorded video-only media on YouCanBook.me booking pages.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	There is no prerecorded audio content on YouCanBook.me booking pages.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	There is no prerecorded video content on YouCanBook.me booking pages.
1.3.1 Info and Relationships (Level A)	Supports	<p>Password page: Supports</p> <p>Teams page: Supports</p> <p>Services page: Supports</p> <p>Booking page: Supports</p> <p>Booking form: Supports</p> <p>Thank you page: Supports</p>
1.3.2 Meaningful Sequence (Level A)	Supports	<p>Password page: Supports</p> <p>Teams page: Supports</p> <p>Services page: Supports</p> <p>Booking page: Supports</p> <p>Booking form: Supports</p> <p>Thank you page: Supports</p>

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A)	Not Applicable	YouCanBook.me does not use instructions that rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A)	Supports	<p>Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports</p> <p>YouCanBook.me does not use color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>
1.4.2 Audio Control (Level A)	Not Applicable	There is no audio on the YouCanBook.me booking pages.
2.1.1 Keyboard (Level A)	Supports	<p>Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports</p>
2.1.2 No Keyboard Trap (Level A)	Supports	If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface.
2.2.1 Timing Adjustable (Level A)	Partially Supports	<p>Password page: If passwords present, then the booker has 60 minutes to complete the booking. Otherwise the page and process times out. This is required to ensure safety of booking pages.</p> <p>Workaround: Don't ask for a password</p>
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	There are no pages in the booking process that contain moving, blinking, scrolling, or auto-updating information.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	There are no pages that contain anything that flashes more than three times in any one-second period.
2.4.1 Bypass Blocks (Level A)	Partially Supports	There is no mechanism to bypass the logo or title of the page. However, it is 2 items. 1 would read "logo" and the other would read the booking page title which is restricted to 100 characters. With the booking page title and logo being repeated, it means bookers are aware that they have made it to the next step of the booking process which keeps bookers in context and can be navigated using keyboard controls.
2.4.2 Page Titled (Level A)	Supports	<p>Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports</p> <p>When YouCanBook.me booking pages are created, the default page titles describe topic or purpose.</p> <p>It is possible for account owners to edit the page title which could cause confusion.</p>
2.4.3 Focus Order (Level A)	Supports	<p>Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.4 Link Purpose (In Context) (Level A)</p>	<p>Supports</p>	<p>Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports</p> <p>The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to bookers in general.</p>
<p>3.1.1 Language of Page (Level A)</p>	<p>Supports</p>	<p>Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports</p> <p>Each page contains “lang=en” which allows the human language of the page to be programatically detected. If the account owner changes the page language the “lang=” updates accordingly.</p>
<p>3.2.1 On Focus (Level A)</p>	<p>Supports</p>	<p>Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports</p> <p>When a component receives focus, it does not initiate a change of context.</p>

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Supports	<p> Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports </p> <p>Changing the setting of any user interface component does not automatically cause a change of context.</p>
3.3.1 Error Identification (Level A)	Supports	<p> Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports </p> <p>The only pages with errors are Password, Services (if select more than 1 in the same booking is being used), and the Booking form page. Where errors are present there are multiple cues - icon, color, and text (minimum requirement is text).</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.2 Labels or Instructions (Level A)</p>	<p>Supports</p>	<p>Password page: Supports Teams page: Supports Services page: Service title is not read out by screen reader Booking page: Supports Booking form: Supports Thank you page: Supports</p> <p>Field labels are located closely to the associated fields. We provide suggested input formats for telephone numbers. One improvement could be to include the email format in the email question (eg. email@example.com)</p> <p>When YouCanBook.me booking pages are created, the default labels and instructions support this criteria.</p> <p>Workaround: Include suggested input format in the question</p>
<p>4.1.1 Parsing (Level A)</p>	<p>Supports</p>	<p>Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports</p> <p>Content implemented using markup languages, have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique.</p>

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Supports	<p> Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports </p> <p>For all user interface components, the name and role can be programmatically determined.</p>

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	There is no prerecorded video content.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports
1.4.4 Resize text (Level AA)	Supports	YouCanBook.me booking pages work on browsers which support the zoom function meaning bookers can resize text up to 200%. The content scales uniformly and scroll bars are provided.
1.4.5 Images of Text (Level AA)	Not Applicable	There are no images of text. Account owners could add an image of text to their booking page image but it would not affect the overall meaning and these images are not necessary to use the page.
2.4.5 Multiple Ways (Level AA)	Supports	All pages in the YouCanBook.me booking flow are steps in a process.
2.4.6 Headings and Labels (Level AA)	Supports	When YouCanBook.me booking pages are created, the default headings and labels clearly describe topic or purpose. It is possible for account owners to edit the headings and labels which could cause confusion.
2.4.7 Focus Visible (Level AA)	Supports	Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: supports Thank you page: Supports

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.2 Language of Parts (Level AA)</p>	<p>Partially Supports</p>	<p>In some languages we have partial translations. We set the main language correctly but strings that are not translated should be marked up as “en” for screen readers to read correctly.</p> <p>For the following languages we have full translations and therefore fully support this criteria:</p> <ul style="list-style-type: none"> Arabic Catalan Czech Danish Estonian French German Greek Hebrew Indonesian Italian Japanese Korean Latvian Norwegian Polish Portuguese Russian Slovenian Spanish Swiss French Swedish Traditional Chinese Turkish
<p>3.2.3 Consistent Navigation (Level AA)</p>	<p>Supports</p>	<p>Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports</p> <p>Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.4 Consistent Identification (Level AA)</u></p>	<p>Supports</p>	<p>Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports</p> <p>Components that have the same functionality within a set of Web pages are identified consistently.</p>
<p><u>3.3.3 Error Suggestion (Level AA)</u></p>	<p>Supports</p>	<p>Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports</p> <p>If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the booker - eg. Error messages indicate what needs to be done to correct the error.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</u></p>	<p>Supports</p>	<p>Password page: Supports Teams page: Supports Services page: Supports Booking page: Supports Booking form: Supports Thank you page: Supports</p> <p>If a price is listed on the Services page, the booker is presented the opportunity to confirm the price before entering their payment information.</p> <p>If the booking form page contains a payment form (financial transactions) the data entered by the booker is checked for input errors.</p>

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