Abra

Make apps accessible

Accessibility research 'Fixi' app for iOS

Client
DigiToegankelijk TOP (in connection with the implementation of Ceder's motion on behalf of the Ministry of the Interior and Kingdom Relations)

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Executive summary

Abra B.V. has carried out accessibility research on behalf of DigiToegankelijk TOP (in connection with the implementation of Ceder's motion on behalf of the Ministry of the Interior and Kingdom Relations). We have selected 21 screens through a structured sample. We have checked whether these screens comply with the EN 301 549 standard. This standard references 44 success criteria from the WCAG 2.1.

- The app passes 44 of the 44 succes criteria.

All errors have been resolved on all 21 screens tested. A total of 9 evaluations were carried out and each time the Fixi team resolved the errors. A total of 145 issues have been registered and resolved. In the meantime, accessibility is in the DNA and the team continues to improve the app with accessibility as a basis. We are proud of the results achieved and the great collaboration. Thank you team Fixi!

Questions about this report can be asked via info@abra.nl. On our website Abra.ai you can read more about our services.

1. Introduction

Abra B.V. has carried out accessibility research on behalf of DigiToegankelijk TOP (in connection with the implementation of Ceder's motion on behalf of the Ministry of the Interior and Kingdom Relations). The evaluation method Appt-EM has been used to conduct this research. This method has been developed specifically for apps and is based on WCAG-EM. We investigated whether the app complies with the EN 301 549 standard. This standard contains 44 success criteria from the WCAG 2.1 guidelines.

WCAG

WCAG stands for Web Content Accessibility Guidelines. The guideline was originally created for websites, but can also partly be applied to apps. Version 2.1 of the WCAG consists of 4 principles, 13 guidelines and 78 success criteria. The success criteria are divided into three levels: A, AA and AAA. Level A consists of 30 success criteria, level AA of 20 success criteria and level AAA of 28 success criteria. To meet level AA you must also meet level A.

EN 301 549

EN 301 549 is the European standard for digital accessibility. We applied version 3.2.1 of this standard for this research. Apps fall under the 'Software' chapter. For apps, 44 of the 50 success criteria from level A and AA of the WCAG 2.1 apply. Minor adjustments have been made to the notes or definitions for 13 success criteria, often keeping the context the same. The following success criteria are not mandatory for apps: 2.4.1, 2.4.2, 2.4.5, 3.1.2, 3.2.3 and 3.2.4.

Accessibility statement

Government agencies are required by law to optimize the accessibility of their apps. They are held accountable for how far they have progressed. For that accountability, government agencies must make and upload an accessibility statement. This report gives a good overview of the level of accessibility.

Support

Abra B.V. supports organizations that want to improve the accessibility of their apps. We provide services and software to improve the accessibility of apps. Our reports always contain solutions specifically for apps.

Questions about this report can be asked via info@abra.nl. On our website Abra.ai you can read more about our services.

2. Research

Abra B.V. has carried out accessibility research on behalf of DigiToegankelijk TOP (in connection with the implementation of Ceder's motion on behalf of the Ministry of the Interior and Kingdom Relations). This are the details:

App name
Fixi

Operating system
iOS

Tested version
20241.03.3 (1)

Installation method
via TestFlight

Research type
WCAG 2.1 level AA

Applied standard
EN 301 549 with WCAG 2.1

Research method
Appt-EM, based on WCAG-EM

Client
DigiToegankelijk TOP (in connection with the implementation of Ceder's motion on behalf of the Ministry of the Interior and Kingdom Relations)

Researcher
Tanya van Workum

Reviewer
Paul van Workum

Date
05.04.2024

2.1. Scope

The research is based on a structured sample. Part of the app has been selected to draw conclusions about the entire app. Problems that occur several times on a screen might only be described once.

Overview of the selected screens

Nr	Screen	Path
1	Home	Home
2	Instellingen	Home > Info knop > Instellingen
3	Feedback over de app	Home > Info knop > Feedback over de app
4	Toegankelijkheid	Home > Info knop > Instellingen > toegankelijkheid
5	Over Fixi	Home > Info knop > Over Fixi
6	Maak account	Home > Maak account
7	Account aangemaakt	Home > Maak account > Account aangemaakt
8	Maak melding	Home > Maak melding
9	Meldingen in de buurt kaart	Home > Meldingen in de buurt
10	Meldingen in de buurt li-jst	Home > Meldingen in de buurt
11	Inloggen	Home > Inloggen
12	Welkom	Home > Inloggen met Fixi account > Welkom
13	Wachtwoordherstellink verzonden	Home > Inloggen > Welkom > Wachtwoordherstellink verzonden
14	Welkom ADSF login	Home > Inloggen met ADFC login > Welkom
15	Melding foto toevoegen	Home > Maak melding > Melding foto toevoegen
16	Melding tekst toevoegen	Home > Maak melding > Melding tekst toevoegen

Nr	Screen	Path
17	Gegevens	Home > Maak melding > Melding > Gegevens
18	Samenvatting	Home > Maak melding > Melding > Gegevens > Samenvatting
19	Bedankt	Home > Maak melding > Melding > Gegevens > Samenvatting > Bedankt
20	Categorie	Home > Maak melding > Melding > Categorie
21	Al gemeld?	Home > Maak melding > Melding > Categorie > Al gemeld?

2.2. Devices

The following devices were used during the research:

- iPhone SE, iOS 17.4

2.3. Techniques

The app has been developed with the following techniques:

- Cordova

3. Results

The research shows that the 'Fixi' app meets 44 of the 44 success criteria from the guideline.

Results per success criterion

Success criterion	Level	Title	Result
1.1.1	A	Non-text Content	Passes
1.2.1	A	Audio-only and Video-only (Prerecorded)	Passes
1.2.2	A	Captions (Prerecorded)	Passes
1.2.3	A	Audio Description or Media Alternative (Prerecorded)	Passes
1.2.4	AA	Captions (Live)	Passes
1.2.5	AA	Audio Description (Prerecorded)	Passes
1.3.1	A	Info and Relationships	Passes
1.3.2	A	Meaningful Sequence	Passes
1.3.3	A	Sensory Characteristics	Passes
1.3.4	AA	Orientation	Passes
1.3.5	AA	Identify Input Purpose	Passes
1.4.1	A	Use of Color	Passes
1.4.2	A	Audio Control	Passes
1.4.3	AA	Contrast (Minimum)	Passes
1.4.4	AA	Resize text	Passes
1.4.5	AA	Images of Text	Passes

Success criterion	Level	Title	Result
1.4.10	AA	Reflow	Passes
1.4.11	AA	Non-text Contrast	Passes
1.4.12	AA	Text Spacing	Passes
1.4.13	AA	Content on Hover or Focus	Passes
2.1.1	A	Keyboard	Passes
2.1.2	A	No Keyboard Trap	Passes
2.1.4	A	Character Key Shortcuts	Passes
2.2.1	A	Timing Adjustable	Passes
2.2.2	A	Pause, Stop, Hide	Passes
2.3.1	A	Three Flashes or Below Threshold	Passes
2.4.3	A	Focus Order	Passes
2.4.4	A	Link Purpose (In Context)	Passes
2.4.6	AA	Headings and Labels	Passes
2.4.7	AA	Focus Visible	Passes
2.5.1	A	Pointer Gestures	Passes
2.5.2	A	Pointer Cancellation	Passes
2.5.3	A	Label in Name	Passes
2.5.4	A	Motion Actuation	Passes
3.1.1	AA	Language of Page	Passes
3.2.1	A	On Focus	Passes

Success criterion	Level	Title	Result
3.2.2	A	On Input	Passes
3.3.1	A	Error Identification	Passes
3.3.2	A	Labels or Instructions	Passes
3.3.3	AA	Error Suggestion	Passes
3.3.4	AA	Error Prevention (Legal, Financial, Data)	Passes
4.1.1	A	Parsing	Passes
4.1.2	A	Name, Role, Value	Passes
4.1.3	AA	Status Messages	Passes

The following pages contain an explanation of each success criterion and an overview of the findings.

Succes Criterion 1.1.1 - Non-text Content

Ensure that alternative text is available for all content without text. These include images, icons and graphs. Describe what there is to see. People who are blind have this description read aloud through their screen reader. Alternative text can also be useful for anyone who is unsure about the meaning of the content.

Passes

Additional information about success criterion 1.1.1

Succes Criterion 1.2.1 - Audio-only and Video-only (Prerecorded)

Ensure a transcript is provided when information is only conveyed by audio or images. With podcasts, the information is conveyed only through audio. People who are deaf cannot hear what is being said. In animation films, the information is often only conveyed through images. People who are blind cannot see the images. By making a transcript available, the information can be read instead.

Passes

Additional information about success criterion 1.2.1

Succes Criterion 1.2.2 - Captions (Prerecorded)

Ensure captions are provided for all videos with sound. People who are hard of hearing, deaf or deafblind depend on captions to understand what is being said. Captions are also useful for anyone who is temporarily unable to perceive sound, for example inside a quiet zone.

Passes

Additional information about success criterion 1.2.2

Succes Criterion 1.2.3 - Audio Description or Media Alternative (Prerecorded)

Ensure a transcript or audio description is provided for videos where you can't hear what is displayed. The content can then be read in case of a transcript, or heard in case of audio description. If you choose to add a audio description, you also meet success criterion 1.2.5.

Passes

Additional information about success criterion 1.2.3

Succes Criterion 1.2.4 - Captions (Live)

Ensure real-time captions are available for all live videos with audio. This allows people who need subtitles to directly access the spoken information.

Passes

Additional information about success criterion 1.2.4

Succes Criterion 1.2.5 - Audio Description (Prerecorded)

Ensure audio description is available when important information is shown which you cannot hear. An extra sound track must be provided where where the visual information is described. This allows people who are blind or have difficulty processing visual information to also understand the content.

Passes

Additional information about success criterion 1.2.5

Succes Criterion 1.3.1 - Info and Relationships

Ensure that the information and relationships on the screen are not only conveyed visually.

Information on the screen must be conveyed to assistive technologies. For example, make sure that headings are not only bold, but also marked as headings in the code.

Relationships on the screen must be usable with assistive technologies. Elements in a list must be navigable one by one. Elements in a table must be navigable by rows and columns.

Passes

Additional information about success criterion 1.3.1

Succes Criterion 1.3.2 - Meaningful Sequence

Ensure that the order which assistive technologies follow reflect the meaning of the content. Otherwise, users of assistive technology may misunderstand the content. Most content is presented from left to right, from top to bottom. The information should also be presented to users of assistive technologies in this way.

Passes

Additional information about success criterion 1.3.2

Succes Criterion 1.3.3 - Sensory Characteristics

Ensure instructions can be understood by everyone. Instructions that only use shape, size, location, orientation or sound are not understandable for everyone. For example, people who are blind cannot see shape. Combine multiple properties to allow everyone to understand the instructions.

Passes

Additional information about success criterion 1.3.3

Succes Criterion 1.3.4 - Orientation

Ensure that the screen content rotates with the device display. All screens of an app must be usable in all orientations. Users in wheelchairs sometimes have their device mounted horizontally. People who use an enlarged font also often rotate their device so that more words fit on the screen.

Passes

Additional information about success criterion 1.3.4

Succes Criterion 1.3.5 - Identify Input Purpose

Ensure it is clear what information is expected from users inside input fields. Set the correct input type to allow auto-completion, e.g. for e-mail addresses. This is faster for everyone and prevents errors for users of assistive technology.

Passes

Additional information about success criterion 1.3.5

Succes Criterion 1.4.1 - Use of Color

Ensure colour isn't the only way information is conveyed. Information which is conveyed only by colour cannot be perceived by everyone. For example, also use shape to give instructions, e.g. reference a green checkmark or red cross. Inside a legend, use numbers in addition to colour, to allow people who are colour blind to find what they are looking for.

Passes

Additional information about success criterion 1.4.1

Succes Criterion 1.4.2 - Audio Control

Ensure that audio which lasts longer than three seconds can be paused or stopped. It is disturbing if audio cannot be paused, especially for people who use a screen reader. As a result, they can no longer hear the screen reader's voice properly. For people who have difficulty concentrating, it is also nice if audio can be paused. This allows them to focus better on the other information.

Passes

Additional information about success criterion 1.4.2

Succes Criterion 1.4.3 - Contrast (Minimum)

Ensure that the contrast ratio between the text colour and background colour is at least 4.5:1. For bold and large text, a ratio of 3:1 is sufficient. By maintaining these ratios, visually impaired and colour blind users can usually read the text well. In addition, this makes an app easier for everyone to use, for example outside in the sun.

Passes

Additional information about success criterion 1.4.3

Succes Criterion 1.4.4 - Resize text

Ensure that the text in your app supports resizing. Users specify their preferred font size in the system settings. Text in your app should resize according to the preferred font size. This is especially important for visually impaired users because otherwise they might not be able to read the text. Text should not be abbreviated with dots.

Passes

Additional information about success criterion 1.4.4

Succes Criterion 1.4.5 - Images of Text

Ensure images are not used to display text. Always use plain text to allow the text to be adapted to the user's preferences. The font size inside an image often scales to a limited extent or not at all. As a result, the text cannot be read by everyone.

Exception: If an image of text does scale or if text as image is specifically needed to convey information.

Passes

Additional information about success criterion 1.4.5

Succes Criterion 1.4.10 - Reflow

Ensure that all content on the screen remains readable even with the largest font. Content should be readable without having to scroll in two directions. Because the text is displayed larger, it can push other elements off the screen. Ensure content can still be reached, for example, by scrolling vertically.

Passes

Additional information about success criterion 1.4.10

Succes Criterion 1.4.11 - Non-text Contrast

Ensure that the content on the screen has a contrast of at least 3:1 with the surrounding colour. Think of graphic elements such as icons, buttons and input fields. By keeping this ratio, visually impaired and colour blind users can distinguish the content well. In addition, this makes an app easier for everyone to use, for example outside in the sun.

Passes

Additional information about success criterion 1.4.11

Succes Criterion 1.4.12 - Text Spacing

Ensure there is enough space between paragraphs, letters and words. People with dyslexia can read faster as a result. People who are visually impaired can also read the text more easily. White space can also help people with a cognitive impairment to distinguish parts from each other.

Passes

Additional information about success criterion 1.4.12

Succes Criterion 1.4.13 - Content on Hover or Focus

Ensure it possible to hide content which appears automatically when touching an element. It often happens that an element is touched accidentally. If new content appears, it may affect the completion of a task. Automatic content mainly causes problems for users of assistive technologies.

Passes

Additional information about success criterion 1.4.13

Succes Criterion 2.1.1 - Keyboard

Ensure that all functionality in the app can be used with assistive technologies. People who are blind use the screen reader. People with a motor disability use switch control, voice control and/or the keyboard. These assistive technologies are built into the operating system.

Passes

Additional information about success criterion 2.1.1

Succes Criterion 2.1.2 - No Keyboard Trap

Ensure users of assistive technologies can't get stuck anywhere in the app. It is especially common that overlays cannot be closed. Many assistive technologies do not support clicking next to an overlay. As a result, the user gets stuck. You must include a close button which assistive technologies can activate.

Passes

Additional information about success criterion 2.1.2

Succes Criterion 2.1.4 - Character Key Shortcuts

Ensure that shortcuts cannot be accidentally activated when using assistive technologies. Many assistive technologies mimic keystrokes to perform actions. This can result in unwanted shortcuts being activated. Make it possible to change or disable shortcuts.

Passes

Additional information about success criterion 2.1.4

Succes Criterion 2.2.1 - Timing Adjustable

Ensure everyone has enough time to complete tasks. People with disabilities sometimes need more time to navigate through a screen. Operating an app with assistive technologies is often slower compared to touch. People with learning disabilities, dyslexia and cognitive impairments may also need more time. If there are time limits, then the time limit should be adjustable. It's best to make sure there are no time limits.

Passes

Additional information about success criterion 2.2.1

Succes Criterion 2.2.2 - Pause, Stop, Hide

Ensure it is possible to pause, stop or hide moving parts on the screen. Users of assistive technologies may find it difficult to use animated elements. After pausing or stopping animations, interaction is often possible. Flashing content makes it more difficult for people with attention disorders to stay focused. Hiding the distracting content makes it easier for them to use an app.

Passes

Additional information about success criterion 2.2.2

Succes Criterion 2.3.1 - Three Flashes or Below Threshold

Ensure no more than three flashes per second are shown anywhere in the app. This can cause an epileptic seizure. Warnings do not work well, because they are often overlooked. This is especially the case with children who cannot read yet.

Passes

Additional information about success criterion 2.3.1

Succes Criterion 2.4.3 - Focus Order

Ensure assistive technologies use a logical focus order when navigating. The order of navigating a screen is usually from left to right, from top to bottom. Make sure assistive technologies use an equivalent focus order. The difference with success criterion 1.3.2 is that this only concerns the focus order.

Passes

Additional information about success criterion 2.4.3

Succes Criterion 2.4.4 - Link Purpose (In Context)

Ensure links are clear without the surrounding content. Users of assistive technologies can request an overview of all links on the screen. It is important that the purpose of each link is clear. A common mistake is to name a link 'here'. Without the surrounding text it is not clear what you will read more about.

Passes

Additional information about success criterion 2.4.4

Succes Criterion 2.4.6 - Headings and Labels

Ensure to use descriptive headings and labels.

Descriptive headings are important to understand how the content is constructed. Blind users can navigate through headings using a screen reader.

Descriptive labels help users identify content. Voice control users speak the labels to perform actions.

Passes

Additional information about success criterion 2.4.6

Succes Criterion 2.4.7 - Focus Visible

Ensure that elements focused by assistive technologies are clearly indicated. Focus is often shown by placing a box around the element. Make sure that the placement is correct and that the colour is clearly visible. For apps it is not possible to adjust the colour of the frame. However, it is possible to give elements a different background colour when they have focus.

Passes

Additional information about success criterion 2.4.7

Succes Criterion 2.5.1 - Pointer Gestures

Ensure an alternative is provided for all gesture-triggered actions. People with a motor disability cannot perform all gestures. For example, not everyone is able to move two fingers apart to zoom. Add an alternative, such as a button, to allow users to zoom in without gestures.

Passes

Additional information about success criterion 2.5.1

Succes Criterion 2.5.2 - Pointer Cancellation

Ensure it is possible to cancel touches. Buttons may only be activated with a click and not with a touch. This gives the user the option to cancel the touch.

Passes

Additional information about success criterion 2.5.2

Succes Criterion 2.5.3 - Label in Name

Ensure the technical name of elements contain the visual name. A button with the text 'Log in' must be able to be activated by voice control via this name. This is not possible if the technical name is different. For visually impaired people using a screen reader, it is also confusing when they hear a different name compared to what they see on the screen.

Passes

Additional information about success criterion 2.5.3

Succes Criterion 2.5.4 - Motion Actuation

Ensure an alternative is provided for motion-triggered actions and make it possible to disable them. For users with limited hand function, shaking is often not possible. Provide an alternative, such as a button. For users with spasms, the actions can be triggered inadvertently. Make it possible to disable motion-triggered actions.

Passes

Additional information about success criterion 2.5.4

Succes Criterion 3.1.1 - Language of Page

Ensure the language is set for all content. A screen reader reads all text that appears on the screen. The pronunciation of the words depends on the language that has been set. When the language is not set, or a wrong language is set, the pronunciation is unclear. A correctly set language also helps to display letters and to display subtitles.

Passes

Additional information about success criterion 3.1.1

Succes Criterion 3.2.1 - On Focus

Ensure it is predictable what happens when you move the focus. When users move their finger over a button, it should not be activated unexpectedly. If the last field of a form is filled in, it should not be sent unexpectedly. These types of actions should only be performed automatically if users are notified in advance. By making focus behavior predictable, you help people with a visual, cognitive or motor impairment.

Passes

Additional information about success criterion 3.2.1

Succes Criterion 3.2.2 - On Input

Ensure it is predictable what will happen when entering data. In case the focus moves automatically on correct input, this should be indicated in advance. Indicate if a new screen will be opened when submitting a form. Unexpected actions can confuse users with visual or cognitive impairments.

Passes

Additional information about success criterion 3.2.2

Succes Criterion 3.3.1 - Error Identification

Ensure a clear error message is shown when data has been entered incorrectly. It often happens that data is entered incorrectly. Clearly indicate which input is incorrect and explain why. It is important that error messages are also clear for user of assistive technologies. Ensure errors are also indicated in text to allow everyone to perceive them.

Passes

Additional information about success criterion 3.3.1

Succes Criterion 3.3.2 - Labels or Instructions

Ensure clear instructions are provided in places users have to input data. Add a label to the input fields, for example 'First name'. Mark whether fields are required or optional. Indicate if data must be entered in a specified order. All users benefit from clear instructions. Clear instructions are indispensable for users with cognitive impairments.

Passes

Additional information about success criterion 3.3.2

Succes Criterion 3.3.3 - Error Suggestion

Ensure suggestions are provided when data has been entered incorrectly. Users regularly make mistakes when entering data. Help users to fix these errors by providing suggestions. For example, when a date has been entered incorrectly, indicate in which order the day, month and year are expected.

Passes

Additional information about success criterion 3.3.3

Succes Criterion 3.3.4 - Error Prevention (Legal, Financial, Data)

Ensure data is submitted intentionally. Allows users to undo, correct or confirm a submission. At least one of these options must be provided for submissions that cause a legal obligation, financial transaction, or loss of data. These options reduce the chance of unforeseen consequences.

Passes

Additional information about success criterion 3.3.4

Succes Criterion 4.1.1 - Parsing

Ensure the source code of the app does not contain any errors and does not use any deprecated functions. Assistive technologies may not behave as expected when code is not updated to modern standards. Adhere to the standards of the platforms which are supported. heck that the app works on all versions of the supported operating systems.

Passes

Additional information about success criterion 4.1.1

Succes Criterion 4.1.2 - Name, Role, Value

Ensure it is clear for users of assistive technologies what actions can be performed.

Set a name. The name is used for identification. By setting a name, assistive technologies such as voice control can perform targeted actions.

Set a role. With the role “button” it is clear that an action takes place upon activation. With the role “link” it is clear that you will be referred to another location. By setting a role, it is clear to users of assistive technologies what they can do.

Set a value. A check box should have the value “selected” or “not selected”. With a volume control, the value can be “50%”. By setting a value, this text value can be passed to assistive technologies.

Passes

Additional information about success criterion 4.1.2

Succes Criterion 4.1.3 - Status Messages

Ensure that status messages are also passed to assistive technologies. A blind user cannot see new information appearing anywhere on the screen. By providing a status message, the screen reader can announce that new information is available.

Passes

Additional information about success criterion 4.1.3