

Basis for accessibility

Web Content Accessibility Guidelines (WCAG) 2.1 is an international group of guidelines for making web content more accessible. There are different levels (A, AA and AAA), and especially in Finnish government, levels A and AA are mostly required.

The European Parliament's [Directive 2016/2102](#) requires that webservices of public sector organisations provide good accessibility for people with disabilities. The required level of accessibility is in line with the Web Content Accessibility Guidelines 2.1 conformance level AA.

How accessible is Lyyti?

Lyyti's accessibility has been tested internally during Q3 in 2020. We can confirm that Lyyti's pages for participants meet levels A and AA, and thus Lyyti fulfills the EU Directive's requirements. This includes registration page, questionnaires, event site, online reports, unsubscription page and online event landing page. A more detailed listing can be found in Section 3.

However, there are some features where the event owner can affect the accessibility of the page by their own HTML code. An example of this is the event site, the content of which can almost entirely be edited by the event owner. In these cases we recommend following the [WCAG 2.1 guidelines](#) to achieve an accessible result.

Lyyti's default designs are all accessible and meet the WCAG 2.1 A and AA levels. Customer specific custom designs provided by us may not be WCAG 2.1 compliant based on the needs of the customer.

Please, feel free to contact us if you find any missing accessibility points. You can send us your feedback about accessibility to help@lyyti.com.

Accessibility Evaluation Report

1. Executive Summary

This report describes the conformance of the Lyyti's pages for participants with [W3C's Web Content Accessibility Guidelines \(WCAG\)](#). The review process is described in Section 5 below and is based on evaluation described in [Accessibility Evaluation Resources](#).

Based on this evaluation, the Lyyti's pages for participants meet the WCAG 2.1, Conformance Level AA. Detailed review results are available in Section 6 below. Resources for follow-up study are listed in Section 7 below. Feedback on this evaluation is welcome.

2. Background about Evaluation

Before we began the internal evaluation and improvement process of accessibility we conducted an external audit. The audit was performed by Santeri Grönlund at Sangro NY, who is deaf-blind and uses a braille display. The results of this audit were used as a basis for the internal evaluation.

Conformance evaluation of web accessibility requires a combination of [semi-automated evaluation tools](#) and manual evaluation by an internal reviewer. The evaluation results in this report are based on evaluation conducted during July and August of 2020. The website may have changed since that time.

3. Scope of Review

- Lyyti's registration page
 - Mobile and web view
 - Events
 - Single registration
 - Registration with companion
 - Registration as a group
 - Some groups full
 - Add participants
 - Delete participants
 - Change participant type of already selected participant
 - Participant types
 - Waiting list
 - per type of registration (single/companion/group)
 - Payments
 - Invoicing
 - Several VAT rates in single price
 - Payment with payment transfer fee
 - Payments in arrears
 - How prices & VAT rates are shown
 - Campaign codes
 - Terms and conditions page
 - Conditions
 - Capacities (if first selected an option and meanwhile it has been fully booked)
 - Notice texts (non-input fields)
 - File upload question
 - Answer validation
 - Datepicker question
 - Answer validation

- Privacy policy & consents
 - Mandatory questions (left unanswered)
 - Attachments
 - Registration not yet open / already closed / event full
 - Change language
 - Error / info messages
 - Participant not found
 - Participant type not found
 - Registration link not found
 - Required fields in forms
 - Answer validations
 - Reservations valid for x time
 - Registered participants cannot edit information anymore (personal reg. link, registration already closed)
 - Password protection
 - Thank-you page
 - Calendar button
 - Register more people button
 - Invoice / receipt button / link
 - Printable confirmation
- Lyyti's questionnaire page
 - Language / event selection
 - Language selection
 - Linked to an event
 - No event selected
 - Event selected
 - Questionnaires
 - Conditions
 - Notice texts (non-input fields)
 - Text inputs
 - Datepicker question
 - Multiple choice question
 - Choose one
 - Choose many
 - Menu question
 - Dropdown menu
 - Selection box
 - Scale question
 - Defined values
 - Sliding scale
 - Mandatory questions
 - Error / info messages
 - Thank-you page
- Event site
 - Page layout and landmarks
 - Error / info messages
- Online reports
 - Password protection
 - Participant report
 - Summary report

- Questionnaire report
- Unsubscription page
- Online event landing page

- Review time: 06.7.2020 - 07.08.2020
- Languages of website: Finnish, English, Swedish, German, French, Dutch, Spanish, Italian, Portuguese, Norwegian, Danish, Estonian, Latvian, Croatian, Polish, Russian, Chinese

4. Reviewer(s)

- Internal review team: Petro Silenius
- Reviewer's areas of expertise ([Using Combined Expertise to Evaluate Web Accessibility](#))
 - Web technologies
 - Validation tools for Web technologies
 - Web Content Accessibility Guidelines and Techniques
 - Approaches for evaluating Web accessibility
 - Use of a variety of evaluation tools for Web site accessibility
- Reviewer's natural languages
 - Finnish
 - English

5. Review Process

- Testing was done mainly for WCAG 2.1 AA criteria
- Tools used in the reviewing process
 - Lighthouse accessibility report
 - OS X Voiceover and navigation with keyboard
 - Vision deficiencies testing with Chrome DevTools
 - ARC Toolkit
 - ASLint
 - axe Accessibility
- Testing registration pages manually with keyboard navigation and above listed tools

6. Results and Recommended Actions

- Interpretative summary of review results
 - These web pages appear to meet the WCAG 2.1 AA
 - Accessibility features in which this site is strong include:
 - Form labels and aria attributes
 - Page can be zoomed on mobile
 - Skip to content link for skipping navigation
 - Contrast ratio is good
 - Page flow is natural
 - Upload input field accessibility
 - Date input field accessibility

- Error reporting in the form

7. References

- [EU Directive 2016/2102](https://eur-lex.europa.eu/eli/dir/2016/2102/oj)
https://eur-lex.europa.eu/eli/dir/2016/2102/oj
- [Web Content Accessibility Guidelines \(WCAG\) Overview](https://www.w3.org/WAI/intro/wcag)
https://www.w3.org/WAI/intro/wcag
- [Web Content Accessibility Guidelines 2.1](https://www.w3.org/TR/WCAG21/)
https://www.w3.org/TR/WCAG21/
- [Techniques for WCAG 2.1](https://www.w3.org/WAI/WCAG21/Techniques/)
https://www.w3.org/WAI/WCAG21/Techniques/
- [Accessibility Evaluation Resources](http://www.w3.org/WAI/eval/)
http://www.w3.org/WAI/eval/
- [Web Accessibility Evaluation Tools List](https://www.w3.org/WAI/ER/tools/)
https://www.w3.org/WAI/ER/tools/
- [Using Combined Expertise to Evaluate Web Accessibility](https://www.w3.org/WAI/eval/reviewteams)
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