



E-Sign (UK) Ltd

Web Services Digital Accessibility Compliance



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Designed for different browsers and devices

E-Sign is universally accessible, meaning it works on every browser or device that users access it on, meaning users can access and use all the information and features they need, regardless of which browser they use.

E-Sign operates across the following.

Operating system	Browser	Support
Windows	Internet Explorer 11	✓ compliant
	Edge (latest versions)	✓ compliant
	Google Chrome (latest versions)	✓ compliant
	Mozilla Firefox (latest versions)	✓ compliant
macOS	Safari 12 and later	✓ compliant
	Google Chrome (latest versions)	✓ compliant
	Mozilla Firefox (latest versions)	✓ compliant
iOS	Safari for iOS 12.1 and later	✓ compliant
	Google Chrome (latest versions)	✓ compliant
Android	Google Chrome (latest versions)	✓ compliant
	Samsung Internet (latest versions)	✓ compliant

File types

E-Sign can accept almost any kind of file types for uploading. The system always outputs a tamper proof PDF.



Headings

Headings should be properly levelled using relevant <h1> to <h6> tags so that screen readers can jump to the content they are looking for. Bold text or bigger font sizing is not recognised by screen readers or speech recognition software as headings as styling is ignored.

E-Sign effectively uses HTML5 heading tags to differentiate between text and headings.

Stylesheets

The web page should still function and have a recognisable content flow when stylesheets are disabled, important information and relevant tasks must still be completable without styling.

E-Sign can be effectively navigated with stylesheets disabled.

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Powerful Agreement Automation with E-Sign

Keep your business moving forward with a leading secure electronic signature system. Generate documents, negotiate contracts, accept payments, and create automated workflows

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Instruction styling

Only sighted users will understand instructions like:

- 'Click the round button'
- 'Click the big button below'
- 'Click the red button'

This style of instruction should be avoided as to not inhibit users.

Instructions should not rely on a user's ability to see the page content.

E-Sign does not contain any style-based instructions.



Links

Links should clearly show where the user will be directed, links should make sense in isolation without surrounding context.

Avoid using text like 'Click here' or 'more information' as the link information does not describe the endpoint.

E-Sign does contain 'Learn More' links; however, these clickable links follow a body of text that describes the user endpoint.

Page titles

Pages should be titled descriptively, or users may struggle to find what they are looking for.

For example, 'Apply for a blue badge - Danbury Council' is a much more descriptive title than just 'Blue badges'.

Also check that none of the titles are duplicated: if 2 pages have the same title, how is the user supposed to know which one to use?

E-Sign uses a descriptive title for its site that allows it to be easily recognisable.

Image description

Images that are non-decorative (including charts) should have an accompanying text description to describe the image.

The alt property should be effectively used or text in the body alongside the image should be used.

Heading images do not have alt tags as they are just presentational images, however all other images do.

Video

Videos should have options for captions or should have transcripts available.

In this area E-Sign does not provide captions and a transcript is not available. However, all videos are available on YouTube, which has the functionality to provide subtitles.

<https://support.google.com/youtube/answer/2734796?hl=en-GB>



Audio description

A second audio track may be required for videos that contain chart or photo information that is not directly described in the video, users who are only following the audio may miss important content otherwise.

In this area E-Sign does not provide an audio descriptive track for its videos. However, this is being addressed.

Images containing text

Screen readers will not pick up any information that is inside an image as they are not visible in the raw text, where possible the information inside the image should also be present in the body of the page as text.

Several SVG's appear on site containing text; however, they are followed by a body of text explaining their content and context.

Forms

Forms should be labelled appropriately. Clicking the label of the form should make the cursor appear in the input field if the form is correctly labelled.

Forms on the E-Sign site are set up correctly and follow protocol.

Field Labels

The information required by the user should be clear in the label, labels should be specific and clear.

Form fields are effectively labelled to describe required content.

Element consistency

Elements should be consistent across pages, if submit is used for one form and Go or Complete are used for other forms they do not follow the consistency rule.

Elements are consistent across the site.e required content.



Timeout warning

Users should receive a timeout warning if they are to be logged out for a period of inactivity.

Not currently, however this is being addressed.

Helpful errors messages

Messages like 'Error' or 'Invalid' are not helpful. Instead use descriptive errors like 'You cannot enter a date in the future - please enter a past date'.

Error messages are informative across the site.

Review before submission

Users should be able to review input before submitting to legally binding, financial or important forms or contracts, this is best done by redirecting to a review page before submission.

All legal E-Sign envelopes have a review before submission box.

Element behaviour

Elements should behave the way their tags define, e.g. redirecting from a radio button or opening a menu with a video should be avoided.

There is no unexpected behaviour across the site

Tablets and mobile devices

Users should be able to navigate pages with one finger in any orientation without the use of complex motions.

The site uses mobile and tablet friendly styling.

Keyboard Navigation

The order of a webpage should make sense when tabbing, the user should be able to navigate around the page with a keyboard.



Nothing unexpected should happen whilst tabbing through a webpage, e.g., opening a new webpage or menu.

All forms should be accessible without a mouse.

Users should be able to skip to a page's main content.

The page can be navigated using tab, enter key and arrows.

Zoom/Magnification

The webpage should still have full functionality whilst the user has the page magnified.

The site is still functional under magnification.

Text resizing

The web page and its content should still function when text has been enlarged.

The site still functions when the text has been resized.

Colour contrast

Text to background contrast should be at least 4.5:1.



Contrast Ratio: 1.19:1



Contrast Ratio: 4.71:1



Contrast Ratio: 2.39:1



Contrast Ratio: 9.46:1



Contrast Ratio: 4.22:1



Contrast Ratio: 15.04:1



Animated Content

Things like scrolling carousels or blinking images can be very distracting for people with cognitive disabilities. The user should be able to disable them.

E-Sign does not contain any animated content.

Auto play content

Content that is looped or longer than 3 seconds should have the option to be stopped or disabled.

All MP4s can be right clicked to show controls to stop, play and stop loops.

HTML Content

Where possible elements should use tags that correctly describe their content e.g. list tags should use list tags etc

Tags are used effectively across the site to effectively show their content.

Site works with built in mac screen reader.