

# Accessibility Evaluation Report

M-Files Web

***M-Files***<sup>®</sup>

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## 1. Executive Summary

This report describes the conformance of the M-Files Web website 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 M-Files Web website meets mostly 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

Conformance evaluation of web accessibility requires a combination of semi-automated evaluation tools and manual evaluation by an experienced reviewer. The evaluation results in this report are based on evaluation conducted on the following dates: 3.11.2020, 4.11.2020 and 4.2.2021. M-Files version 21.3.9966.0 was reviewed. The website may have changed since that time.

## 3. Scope of Review

- M-Files Web
  - M-Files is a unique intelligent information management solution that improves how businesses secure, process and manage data and content, be it documents, images, emails, customer information, or other information objects. M-Files bridges the gap between structured business data and unstructured information.
- Link to the site: TBA after publishing
- Web pages included in review
  - Reviewed manually and with semi-automated evaluation tools
    - Recent
    - All
    - Pinned
    - Filter
    - Search
    - Sub views
    - Login

Figure 1. Recent page

- Review time
  - 3.11.2020, 4.11.2020 and 4.2.2021
- Natural language of website
  - English

## 4. Reviewer(s)

- M-Files UX Team
- Contact
  - ux@m-files.com
- Using Combined Expertise to Evaluate Web Accessibility
- Natural languages with which reviewers are fluent
  - English
  - Finnish

## 5. Review Process

- Site was tested for WCAG 2.1 A, AA and AAA levels
- Evaluation and validation tools used
  - WAVE
  - IBM Accessibility
  - SiteImprove browser extension
  - Google Lighthouse browser extension
- Manual review
  - UX experts going through site with WCAG 2.1 checklist

## 6. Results and Recommended Actions

- Summary of review results
  - This website appears to meet mostly WCAG 2.1 A and AA levels. Site also meets some optional AAA level requirements
  - iFrame content not fully reviewed
  - The remaining accessibility problems are planned to be processed during 2021
  - Accessibility features in which this site is strong include:
    - Location
    - Navigation
  - Recommended priorities for addressing inaccessible features of site:
    - Resize text
    - Reflow
    - Keyboard usage
- Detailed results
  - Website meets following WCAG 2.1 requirements:
    1. [WCAG 1.3.2] Meaningful Sequence (Level A)
    2. [WCAG 1.3.3] Sensory Characteristics (Level A)
    3. [WCAG 1.3.4] Orientation (Level AA)
    4. [WCAG 1.3.5] Identify Input Purpose (Level AA)
    5. [WCAG 1.4.1] Use of Color. (Level A)
    6. [WCAG 1.4.5] Images of Text (Level AA)
    7. [WCAG 1.4.11] Non-text Contrast (Level AA)
    8. [WCAG 1.4.12] Text Spacing (Level AA)
    9. [WCAG 1.4.13] Content on Hover or Focus (Level AA)
    10. [WCAG 2.3.1] Three Flashes or Below Threshold (Level A)
    11. [WCAG 2.3.2] Three Flashes (Level AAA)
    12. [WCAG 2.3.3] Animation from interactions (Level AAA)
    13. [WCAG 2.4.2] Page Titled (Level A)
    14. [WCAG 2.4.3] Focus Order (Level A)
    15. [WCAG 2.4.4] Link Purpose (in Context) (Level A)
    16. [WCAG 2.4.5] Multiple Ways (Level AA)
    17. [WCAG 2.4.8] Location (Level AAA)
    18. [WCAG 2.4.9] Link Purpose (Link Only) (Level AAA)
    19. [WCAG 2.5.1] Pointer Gestures (Level A)
    20. [WCAG 2.5.2] Pointer Cancellation (Level A)
    21. [WCAG 2.5.3] Label in Name (Level A)
    22. [WCAG 2.5.6] Concurrent Input Mechanisms (Level AAA)
    23. [WCAG 3.1.1] Language of Page (Level A)
    24. [WCAG 3.1.2] Language Parts (Level AA)
    25. [WCAG 3.2.1] On Focus (Level A)
    26. [WCAG 3.2.2] On Input (Level A)
    27. [WCAG 3.2.3] Consistent Navigation (Level AA)

- 28. [WCAG 3.2.4] Consistent Identification (Level AA)
- 29. [WCAG 3.3.3] Error Suggestion (Level AA)
- 30. [WCAG 3.3.4] Error Prevention (Legal, Financial, Data) (Level AA)
- 31. [WCAG 4.1.1] Parsing (Level A)
- 32. [WCAG 4.1.3] Status Messages (Level AA)
- o Website do not meet following WCAG 2.1 requirements:
  - 1. [WCAG 1.1.1] Non textual content (Level A)
    - Some icons without alt text (listing)
  - 2. [WCAG 1.3.1] Info and Relationships (Level A)
    - Input field has no description, local link destination does not exist, form control label is missing text, HTML is used to format content, no heading on page
  - 3. [WCAG 1.4.3] Contrast (Minimum) (Level AA)
    - Color of text and color of background are not in sufficient contrast to each other in few places. Main white #FFFFFF and main blue #318ccc (contrast ratio 3.65/4.5)
  - 4. [WCAG 1.4.4] Resize text (Level AA)
    - Resizing text is possible but at the same time losing some content
  - 5. [WCAG 1.4.10] Reflow (Level AA)
    - Content requires two-dimensional layout because of 3 tables and listing areas. Some content is lost with resizing
  - 6. [WCAG 2.1.1] Keyboard (Level A)
    - Everything is not accessible through keyboard
  - 7. [WCAG 2.1.2] No Keyboard Trap (Level A)
    - Everything is not accessible through keyboard
  - 8. [WCAG 2.2.2] Pause, Stop, Hide (Level A)
    - Site does not inform user about timeout or give option to extend stay on the site
  - 9. [WCAG 2.4.1] Bypass Blocks (Level A)
    - No way to bypass blocks of content that are repeated
  - 10. [WCAG 2.4.6] Headings and Labels (Level AA)
    - Form control label is missing text
  - 11. [WCAG 2.4.7] Focus Visible (Level AA)
    - Element not highlighted on focus
  - 12. [WCAG 3.3.1] Error Identification (Level A)
    - Error identifications are not accessible
  - 13. [WCAG 3.3.2] Labels or Instructions (Level A)
    - Some label names are missing
  - 14. [WCAG 4.1.2] Name, Role, Value (Level A)
    - Input field has no description, iFrame is missing a title, form control label is missing text
- o Excluded WCAG 2.1 requirements from Website:
  - 1. [WCAG 1.2.1 - 1.2.9] Time-based Media

- There is no time-based media (except stored objects)
- 2. [WCAG 1.3.6] Identify Purpose (Level AAA)
  - Optional requirement
- 3. [WCAG 1.4.2] Audio Control (Level AA)
  - There is no build in audio player (only external)
- 4. [WCAG 1.4.6] Contrast (Enhanced) (Level AAA)
  - Optional requirement
- 5. [WCAG 1.4.7] Low or No Background Audio (Level AAA)
  - Optional requirement
- 6. [WCAG 1.4.8] Visual Presentation (Level AAA)
  - Optional requirement
- 7. [WCAG 1.4.9] Images of Text (No exception) (Level AAA)
  - Optional requirement
- 8. [WCAG 2.1.3] Keyboard (No Exception) (Level AAA)
  - Optional requirement
- 9. [WCAG 2.1.4] Character Key Shortcuts (Level A)
  - Not implemented
- 10. [WCAG 2.2.3] No Timing (Level AAA)
  - Optional requirement
- 11. [WCAG 2.2.4] Interruptions (Level AAA)
  - Optional requirement
- 12. [WCAG 2.2.5] Re-authenticating (Level AAA)
  - Optional requirement
- 13. [WCAG 2.2.6] Timeouts (Level AAA)
  - Optional requirement
- 14. [WCAG 2.4.10] Section Headings (Level AAA)
  - Optional requirement
- 15. [WCAG 2.5.4] Motion Actuation (Level A)
  - No motion features
- 16. [WCAG 2.5.5] Target Size (Level AAA)
  - Optional requirement
- 17. [WCAG 3.1.3] Unusual Words (Level AAA)
  - Optional requirement
- 18. [WCAG 3.1.4] Abbreviations (Level AAA)
  - Optional requirement
- 19. [WCAG 3.1.5] Reading level (Level AAA)
  - Optional requirement
- 20. [WCAG 3.1.6] Pronunciation (Level AAA)
  - Optional requirement
- 21. [WCAG 3.2.5] Change on Request (Level AAA)
  - Optional requirement
- 22. [WCAG 3.3.5] Help (Level AAA)
  - Optional requirement
- 23. [WCAG 3.3.6] Error Prevention (All) (Level AAA)

- Optional requirement
- IBM Accessibility evaluation tool results:

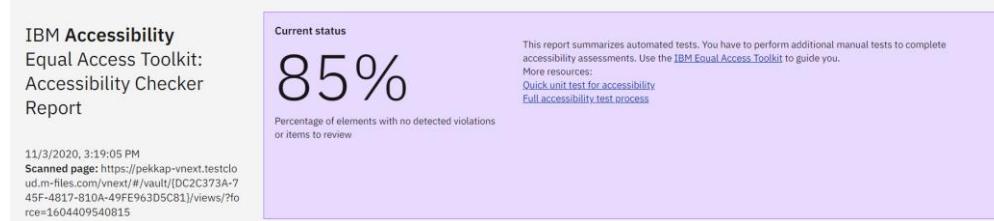


Figure 2. IBM Accessibility report verdict

- UX-team continues to monitor website for accessibility issues and improvements

## 7. References

- Web Content Accessibility Guidelines (WCAG) Overview  
<https://www.w3.org/WAI/intro/wcag>
- Web Content Accessibility Guidelines 2.1  
<https://www.w3.org/TR/WCAG21/>
- Techniques for WCAG 2.1  
<https://www.w3.org/WAI/WCAG21/Techniques/>
- Accessibility Evaluation Resources  
<http://www.w3.org/WAI/eval/>
- Web Accessibility Evaluation Tools List  
<https://www.w3.org/WAI/ER/tools/>
- Using Combined Expertise to Evaluate Web Accessibility  
<https://www.w3.org/WAI/eval/reviewteams>