Canva Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version:

Canva – June 2021

Report Date:

June 2021

Product Description:

Canva is an online design and publishing tool with a mission to empower everyone in the world to design anything and publish anywhere.

Contact Information:

https://www.canva.com/help/get-in-touch

Notes:

The review was performed on the live site for Canva. The findings do not include any other templates or pages outside the scope of testing. The following pages or views were tested from a representative sample of different pages and states, content types such as text, images, tables and multimedia and types of web technologies. It also includes pages or views that are necessary to complete a task, such as registering for an account, buying a product or completing a form.

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- Flow 1: Sign up
- Flow 2: Log in
- Flow 3: Create Design from template on homepage & download
- Flow 4: Create Design from template on homepage & Add Image & Download
- Flow 5: Create poster from search bar on homepage & edit text & download
- Flow 6: Create design with custom dimensions on homepage & add image & add text & download
- Flow 7: Create a presentation and present it

Evaluation Methods Used:

Conformance to the listed WCAG 2.1 A and AA accessibility standards has been evaluated using a combination of automated analysis tools and manual testing along with assistive technologies. The following operating system, browsers, toolsets and screen readers were used for evaluation:

- JAWS 2019 with Chrome (91) on PC running Windows 10
- VoiceOver with Safari (14) on MacOS Big Sur 11.4
- Colour Contrast Analysers
- aXe: The Accessibility Engine

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 (**Yes**)

Standard/Guideline	Included In Report
	Level AA (**Yes**)
	Level AAA (No)

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.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Images are generally provided with a meaningful text alternative that serves the equivalent purpose, with the following exceptions: • Icons indicating availability for Pro account holders only are missing in the page animations panel of the editor. • Images in the Create a Design carousel have text alternatives that are redundant.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	
1.2.2 Captions (Prerecorded) (Level A)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	
1.3.1 Info and Relationships (Level A)	Partially Supports	Canva generally conveys information, structure and relationships by accessible methods, with the following exceptions: • Some text elements that visually represent headings should be marked up as such. • Some form fields are not linked to a label in code. • The form fields for two factor authentication during the sign up

Criteria	Conformance Level	Remarks and Explanations
		process are not grouped in code, nor linked to a label in code.
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Not Applicable	Canva tested content contains no audio
2.1.1 Keyboard (Level A)	Does Not Support	A significant number of interactive features within Canva are not fully keyboard accessible, such as: • Elements on the canvas in the editor. • Links within the help menu/widget. • Some listboxes do not open with the Enter key. • Interactive elements in the Show Filters and Add new color menus.
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	
2.2.1 Timing Adjustable (Level A)	Partially Supports	Canva sets few time limits which are generally acceptable, with the exception of: • Notifications that appear when a user activates the "Add to Likes" or "Remove from Likes" button. These notifications are only available for 5 seconds and the user is not provided a method for adjusting/extending that limit.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Does Not Support	Canva provides no controls or options to switch off video that plays automatically in the carousel on the logged in home page.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	
2.4.1 Bypass Blocks (Level A)	Partially Supports	Canva provides skip links throughout the experience. The majority work well, allowing users to skip past repetitive blocks of content easily, with the exception of: • The skip link provided in the editor does not move focus past the navigation at the top of the page. Focus remains on the skip link.
2.4.2 Page Titled (Level A)	Partially Supports	Canva generally provides page titles that describe the topic or purpose of the page, with the exception of: • The page title of search results pages do not adequately describe the topic or purpose of the page.
2.4.3 Focus Order (Level A)	Does Not Support	Frequently in Canva, focusable elements do not receive focus in an order that preserves meaning and operability, including: • Often focus is sent to the top of the page when new content is revealed, or when content is hidden. • Often focus remains on an activating button when new content is revealed,

Criteria	Conformance Level	Remarks and Explanations
		rather than focus being shifted to the new content. • Sometimes the focus order is not logical or does not match the visual layout of the page. • Sometimes visually hidden elements receive focus.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	Canva generally provides link text and supporting content that adequately provides context for the link, with the exception of: • The link text for "Your designs" links on the logged in home page are not descriptive.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	
2.5.3 Label in Name (Level A 2.1 only)	Supports	
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	Canva tested content does not include functionality that can be operated by device or user motion.
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Partially Supports	Canva generally provides clear labels and instructions in many areas of the site, with the following exceptions:

Criteria	Conformance Level	Remarks and Explanations
		• Placeholder text is used as a label for many form fields in the editor, as well as the search form field that appears in the header of the site. • Password restrictions are not programmatically associated with the password field in the account sign up process.
4.1.1 Parsing (Level A)	Supports	
4.1.2 Name, Role, Value (Level A)	Does Not Support	The name, role and value used in Canva user interface elements are frequently unavailable to assistive technologies via HTML or WAI-ARIA which describe the identity, operation, and state. • Many buttons do not have an accessible label. • Many ARIA menus, comboboxes, and tabs are not assigned the necessary roles and properties.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Canva tested content contains no live audio content.

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	
1.3.4 Orientation (Level AA 2.1 only)	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	The following text elements do not meet minimum contrast requirements: • Placeholder text • Some editor navigation elements • reCAPTCHA information text • Form instruction text
1.4.4 Resize text (Level AA)	Partially Supports	Canva generally supports the resizing of text up to 200%, with the following exceptions: • Zooming or scaling has been disabled for mobile devices. • Content overruns, truncates or disappears in the masthead of the home page when zoomed to 200%.
1.4.5 Images of Text (Level AA)	Supports	
1.4.10 Reflow (Level AA 2.1 only)	Does Not Support	Frequently in Canva, information and functionality are obscured when the page is zoomed to 400%, including: • In the editor, the tabbed panels overlap the editor canvas when the page is zoomed to 400%.

Criteria	Conformance Level	Remarks and Explanations
		• The sticky header and footer obscures the main content area when the page is resized by 400%.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	Some non-text components in Canva do not meet the minimum contrast requirements: • The focus indicator for links and buttons with a purple background. • On the editor canvas, the focus indicator for elements on the canvas.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Partially Supports	Some content in Canva is displayed on hover only and is not persistent: • Page controls in the editor • Canva Live controls • Free/pro text in the editor templates panel • Dimensions for preset templates in the editor resize menu
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Partially Supports	Some elements in Canva do not have a visible focus indicator: • The Help? button on the logged in home page • Elements in the share menu in the editor

Criteria	Conformance Level	Remarks and Explanations
		• Elements in the text tab panel in the editor
3.1.2 Language of Parts (Level AA)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	Some status messages in Canva are not announced by screen readers: • The auto-save status message in the editor • The character count for the notes field in the editor

Table 3: Success Criteria, Level AAA

Notes: Canva has not been evaluated for WCAG 2.1 Level AAA conformance.

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA)	Not Evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 only)	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
1.4.6 Contrast (Enhanced) (Level AAA)	Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA)	Not Evaluated	
1.4.8 Visual Presentation (Level AAA)	Not Evaluated	
1.4.9 Images of Text (No Exception) (Level AAA)	Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA)	Not Evaluated	
2.2.3 No Timing (Level AAA)	Not Evaluated	
2.2.4 Interruptions (Level AAA)	Not Evaluated	
2.2.5 Re-authenticating (Level AAA)	Not Evaluated	
2.2.6 Timeouts (Level AAA 2.1 only)	Not Evaluated	
2.3.2 Three Flashes (Level AAA)	Not Evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Not Evaluated	
2.4.8 Location (Level AAA)	Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA)	Not Evaluated	
2.4.10 Section Headings (Level AAA)	Not Evaluated	
2.5.5 Target Size (Level AAA 2.1 only)	Not Evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Not Evaluated	
3.1.3 Unusual Words (Level AAA)	Not Evaluated	
3.1.4 Abbreviations (Level AAA)	Not Evaluated	
3.1.5 Reading Level (Level AAA)	Not Evaluated	
3.1.6 Pronunciation (Level AAA)	Not Evaluated	
3.2.5 Change on Request (Level AAA)	Not Evaluated	
3.3.5 Help (Level AAA)	Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Not Evaluated	

Legal Disclaimer (Company)

The information herein is provided in good faith based on Canva at the time of the review and does not represent a legally binding claim. Please contact us to report any accessibility errors or conformance claim errors for re-evaluation and correction, if necessary.