

Accessibility Assessment for Login.gov: Account Creation IAL1 Process

Executive summary

This report describes the conformance of the login.gov account creation process for Identity Assurance Level 1 (IAL1) with [W3C's Web Content Accessibility Guidelines \(WCAG\)](#). The review process is described in Section 5 below and is based on evaluation factors in the [W3C's accessibility evaluation resources](#).

Based on this evaluation, the IAL1 account creation process is close to meeting WCAG 2.1, Conformance Level A.

Evaluation background

Conformance evaluation of web accessibility requires a combination of [semi-automated evaluation tools](#) and manual evaluation by an experienced reviewer. The results in this report are based on an evaluation conducted in May 2020. The IAL1 account creation process is close to meeting WCAG 2.1 A criteria. Accessibility features in which this account creation process is strong include:

- [Structure/semantics](#)
- [Form labels](#)
- [Error handling](#)
- [Color](#)
- [Text links](#)
- [Font size](#)

Login.gov is committed to being inclusive and accessible for all users. Our goal is to continuously improve how people of all abilities are able to use Login.gov to easily access government applications and services.

Accessibility elements we are actively improving include:

- [Images](#)
- [Keyboard navigation](#)
- [Skip navigation](#)

Scope of review

This report describes the conformance of the login.gov account creation process for Identity Assurance Level 1 with the [W3C's Web Content Accessibility Guidelines \(WCAG\)](#).

URL path for this review:

- <https://login.gov/>
 - <https://secure.login.gov/>
 - IAL1 account creation process

Evaluation methods used

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.
- **Not applicable:** The criterion is not relevant to the product.
- **Not evaluated:** The product has not been evaluated against the criterion.

Results

Design element	Accessibility requirements	Supports	Partially supports	Not applicable	Not evaluated
Images	Content is available with images disabled	✓			
	Images that are purely decorative, and not contextual, have empty, or null, alternative text specified		✓		
	Images that convey contextual content have equivalent alternative text specified in the alt attribute of the img element		✓		
	Page uses image-based CAPTCHA, alt text has been added to state what alternatives exist for non-sighted users.			✓	
Structure/ semantics	Important information placed towards the top of the page	✓			
	Headings represent an accurate outline of the content.		✓		
	Headings, paragraphs, and lists are obvious and sensible	✓			
	Screen readers can read the content of the page by using the down arrow key.	✓			
	Information heard matches the information conveyed to a sighted user	✓			

	Each link has a unique link text and description	✓			
	Screen readers can read the content of the page by using the down arrow key. Information you hear matches the information conveyed to a sighted user		✓		
	Page titles are meaningful and accurate		✓		
Skip nav	Users can navigate via a link, the "skip link", at the top of each page directly to the main content area		✓		
	"Skip to Main Content" link target appears at the start of the main content area, usually right before the <h1> heading tag		✓		
	Skip navigation link shifts visual focus AND cursor focus to the desired target		✓		
Form labels	Logically-related groups of form elements are identified with appropriate fieldset and legend elements	✓			
	Required form controls are visually and semantically distinguished from optional form controls.	✓			
	Required field indicators (*), formatting guidance and/or field instructions (e.g. MM/DD/YYYY) are included as part of field labels	✓			
	Each appropriate input element or form control has an associated and visible label element or title attribute		✓		
Error handling	Form error messages identify the error(s) to the user and describe them to the user	✓			
	User(s) quickly identify when an error has occurred with submission of the form and they are instructed on what must be corrected to successfully submit the form	✓			
Color	Information conveyed by color is also conveyed by context, markup, graphic coding, or other means	✓			
	Focus indicator is always visible (e.g., If sighted keyboard users are not able to track cursor focus when tabbing from link to link the CSS is missing definitions for link/anchor focus.)	✓			

Keyboard	Each element (link, form element, button, plug-in, etc.) on a page is navigable and operable via the keyboard	✓			
	Page's tab is order logical	✓			
	Focus indicator is always visible (e.g., If sighted keyboard users are not able to track cursor focus when tabbing from link to link the CSS is missing definitions for link/anchor focus.)		✓		
Text links	All text links have sufficient color contrast of at least 4.5:1	✓			
	All links are underlined	✓			
Font size	Font size and type exceed appropriate standards	✓			
Plug-ins/viewers				✓	
Media (Multi)				✓	
Data tables				✓	

What's next

Goal 1: Achieve accessibility rating greater than 70 percent

Based on our current accessibility rating of 61% for IAL1, certain design elements are preventing end users from accessing sections of the site or the ability to perform required functions.

Priorities

- Revisit the high level checklist and address areas of improvement
 - Add alternative text
 - Make website navigable via keyboard
 - Use headings that accurately describe the content

Goal 2: Build a culture of accessibility

Establishing a standard for web accessibility is a critical milestone in ensuring that web accessibility is understood as a strategic component of Login.

Priorities

- Implement changes in the way we work
 - Test in JAWS with screen readers
 - Test on PCs and Macs and with various browsers
 - Develop user stories for manual and functional testing

- Publicly post assessment findings and test results on the design system
- Update our accessibility statement so that it reflects what we are doing in this space

Goal 3: Usability testing

A key aspect to building an inclusive login.gov is incorporating real people in design.

Priorities

- Ensure that the login.gov team understands [how people with disabilities use the web](#)
- [Involve users with low](#) literacy, novice English speakers, or those who use older technologies early and throughout the design process.

Goal 4: Accessibility evaluation

Continue to evaluate all public facing static sites and flows so we can understand gaps and areas of opportunity.

Priorities

- IAL2*
- All public facing static sites
 - Login.gov site
 - Design.login.gov
 - Developers.login.gov site
 - Partners.login.gov site

* Login.gov continues to work toward achieving certification of compliance with NIST's IAL2 standard from a third-party assessment organization.

References

- [Web Content Accessibility Guidelines \(WCAG\) Overview](#)
- [Web Content Accessibility Guidelines 2.1](#)
- [Techniques for WCAG 2.1](#)
- [Accessibility Evaluation Resources](#)
- [Web Accessibility Evaluation Tools List](#)
- [Using Combined Expertise to Evaluate Web Accessibility](#)