

# FreeWill Accessibility Conformance Report

## WCAG Edition

(Based on VPAT<sup>®</sup> Version 2.5Rev)

**Name of Product/Version:** Partner Portal

**Report Date:** May 6, 2026

**Product Description:** FreeWill's Partner Portal is a centralized platform that gives nonprofit fundraisers real-time visibility into their planned and smart giving pipeline, donor activity, and campaign performance.

**Contact Information:** a11y@freewill.com

**Evaluation Methods Used:** Accessibility testing was conducted manually by 7 auditors including one with visual disabilities. The following tools were used for evaluation.

- Keyboard-only testing on all browsers
- Contrast testing using Colour Contrast Analyser by TPGi
- Screen reader testing using the following tools:
  - NVDA with FireFox on Windows
  - JAWS with Chrome on Windows

- VoiceOver with Safari on macOS
- VoiceOver with Safari on iOS
- Talkback with Chrome on Android OS

# Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) 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 only be used in WCAG Level AAA criteria.

## WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	Criterion is not relevant to the product.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	Criterion is not relevant to the product.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	Criterion is not relevant to the product.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>Some text elements that are visually styled as headings are not programmatically identified as headings by screen readers.</li> </ul>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	Criterion is not relevant to the product.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>Some screen readers cannot operate the Ord ID filter's dropdown menu on the Bequests page.</li> <li>The Success Center widget button does not respond to enter or spacebar activation.</li> </ul>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>Some screen readers may become trapped if the user expands the actions menu on the Contact page.</li> </ul>
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not Applicable	Criterion is not relevant to the product.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not Applicable	Criterion is not relevant to the product.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not Applicable	Criterion is not relevant to the product.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Does Not Support	<ul style="list-style-type: none"> <li>There is no method to bypass the side navigation menu as screen reader or keyboard-only user.</li> </ul>
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>Screen readers do not autofocus the Edit User modal when it is opened. The modal can still</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<p>be reached by advancing the screen reader forward in the focus order.</p> <ul style="list-style-type: none"> <li>The pop-up text from help buttons cannot be read using a screen reader.</li> </ul>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)	Not Applicable	Criterion is not relevant to the product.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Not Applicable	Criterion is not relevant to the product.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>The screen reader does not announce the error alert that appears on the page when the user generates an error in the Invite User dialog.</li> </ul>
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Supports	
<a href="#">4.1.1 Parsing</a> (Level A)	Does not apply	
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>The screen reader incorrectly identifies the Age Range fields as steppers but can be typed into manually.</li> <li>The screen reader incorrectly identifies the Date Range fields as telephone fields but can be typed into manually.</li> <li>The expandable regions in the navigation menu do not include a “Collapsed” or “Expanded” label in their screen reader readout to describe their current state.</li> <li>The arrow buttons in the testimonials section of the William page do not have alt-text.</li> </ul>

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	Criterion is not relevant to the product.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	Criterion is not relevant to the product.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially Supports	<ul style="list-style-type: none"> <li>The Success Center button does not have a visible keyboard focus state.</li> <li>The arrow buttons in the testimonials section of the William page do not have visible keyboard focus states.</li> </ul>
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Not Applicable	Criterion is not relevant to the product.
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)	Supports	

### Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)	Not evaluated	
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)	Not evaluated	
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)	Not evaluated	
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)	Not evaluated	
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 and 2.2)	Not evaluated	
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)	Not evaluated	
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Not evaluated	
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)	Not evaluated	
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)	Not evaluated	
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Not evaluated	
<a href="#">2.2.3 No Timing</a> (Level AAA)	Not evaluated	
<a href="#">2.2.4 Interruptions</a> (Level AAA)	Not evaluated	
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)	Not evaluated	
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 and 2.2)	Not evaluated	
<a href="#">2.3.2 Three Flashes</a> (Level AAA)	Not evaluated	
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 and 2.2)	Not evaluated	
<a href="#">2.4.8 Location</a> (Level AAA)	Not evaluated	
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)	Not evaluated	
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Not evaluated	
<a href="#">2.4.12 Focus Not Obscured (Enhanced)</a> (Level AAA 2.2 only)	Not evaluated	
<a href="#">2.4.13 Focus Appearance</a> (Level AAA 2.2 only)	Not evaluated	
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 and 2.2)	Not evaluated	
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 and 2.2)	Not evaluated	
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Not evaluated	
<a href="#">3.1.4 Abbreviations</a> (Level AAA)	Not evaluated	
<a href="#">3.1.5 Reading Level</a> (Level AAA)	Not evaluated	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Not evaluated	
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Not evaluated	
<a href="#">3.3.5 Help</a> (Level AAA)	Not evaluated	
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Not evaluated	
<a href="#">3.3.9 Accessible Authentication (Enhanced)</a> (Level AAA 2.2 only)	Not evaluated	

## Legal Disclaimer

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