GUIDEBOOK

Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version

Guidebook Builder (web), Guidebook iOS app, and Guidebook Android app

Report Date

September 28, 2026

Standard

Web Content Accessibility Guidelines 2.2, Level A and AA

Report details

Name of Product/Version	Guidebook Builder (web), Guidebook iOS app, and Guidebook Android app
Report Date	September 28, 2026
Product Description	Guidebook is a mobile guide platform. Guide creators build and manage guides in Guidebook Builder, a web-based guide creation tool. Attendees and end users access published guides through the Guidebook native iOS and Android apps.
Contact Information	Gulnaar Kaur, Group Project Manager, gulnaar@guidebook.com
Notes	This report covers three platforms, each reported independently: Guidebook Builder, the Guidebook iOS app, and the Guidebook Android app. The Event Mobile Web (EMW) experience and the Registration site are not covered by this report. **Builder pages evaluated:** Navigation, Org Guides Dashboard, Spaces & Apps, Guide Dashboard, Guide Builder Navigation, Guide Builder Modal, Branded Dashboard, Manage Org, Build Guide Flow, and Login. **iOS and Android screens evaluated:** Space Home, My Guides Home, Guide Navigation, General Info, Schedule, Notifications, Profile, Lists, Photos, Interact, Leaderboard, Maps, To-Do List, Notes, Welcome, and Connect.
Evaluation Methods Used	Conformance was evaluated through a combination of automated and manual testing on each platform. **Builder:** automated testing with axe DevTools and WAVE; color contrast testing with Colour Contrast Analyser and Stark; flash testing with the Photosensitive Epilepsy Analysis Tool (PEAT); text spacing testing with a text spacing bookmarklet; manual keyboard-only testing; and screen reader testing with NVDA, JAWS, and VoiceOver. **iOS:** Xcode Accessibility Inspector; manual VoiceOver testing; Dynamic Type testing at the largest text sizes; device rotation testing; and external Bluetooth keyboard testing with Full Keyboard Access enabled. **Android:** Accessibility Scanner; manual TalkBack testing; font scale testing at the largest font size; device rotation testing; and external Bluetooth keyboard testing.

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 (No) Level AA (No) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (No) Level AA (No) Level AAA (No)
Web Content Accessibility Guidelines 2.2	**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 Success Criteria (Level A and AA)

Note: When reporting on conformance with the WCAG 2.x 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.

Each platform column shows the conformance level, followed by the Remarks and Explanations for that platform.

Level A Success Criteria

SC #	Success Criterion	Severity	Builder	iOS	Android
1.1.1	**Non-text Content** (Level A)	**Critical**	**Does Not Support** The Home icon is announced as "link, s" and does not convey its purpose. On the Guide Dashboard, guide images on the guide details card, the ellipsis (guide settings) button, the Settings button for guide attachments, and the passphrase copy-to-clipboard button are not labeled. In Guide Builder, the mobile and desktop Preview buttons are not labeled. In the Guide Builder modal, Edit buttons are not labeled. In the Guide Builder modal and on Manage Org, input fields are announced as editable text but do not identify what the field is for. On the Login page, the benefits image is not available to screen readers.	**Supports** Previously identified issues have been resolved.	**Partially Supports** Photos in the photo album and the Like button are not labeled.
1.2.1	**Audio-only and Video-only (Prerecorded)** (Level A)	**Critical**	**Not Applicable** Not applicable.	**Supports** No issues identified.	**Partially Supports** The map is skipped on the Map page.
1.2.2	**Captions (Prerecorded)** (Level A)	**Critical**	**Not Applicable** Not applicable.	**Supports** No issues identified.	**Supports** No issues identified.
1.2.3	**Audio Description or Media Alternative (Prerecorded)** (Level A)	Moderate	**Not Applicable** Not applicable.	**Supports** No issues identified.	**Supports** No issues identified.

SC #	Success Criterion	Severity	Builder	iOS	Android
1.3.1	**Info and Relationships** (Level A)	**Critical**	**Does Not Support** On the Guide Dashboard, structural elements are announced as "no items in," and the passphrase card subheading is the only element exposed as a heading. On Spaces & Apps, items that cannot receive keyboard focus (such as removing attached guides) are also unavailable to VoiceOver, and tasks are not read; only their actions are announced. The Branded Dashboard is missing card headings.	**Partially Supports** On the To-Do List, content cannot be navigated by container, and the details page opened from a container has no headings. The Welcome page does not define headings and may be the primary source of this issue.	**Partially Supports** The To-Do List, Welcome, Custom Lists, and Leaderboard pages are built as flat lists. These pages will be rebuilt as part of app modernization to resolve page structure issues.
1.3.2	**Meaningful Sequence** (Level A)	Moderate	**Partially Supports** On the Guide Dashboard, focus returns to the passphrase after the notifications link, which is out of logical order. The Guide Builder modal includes content behind the modal in the reading sequence. On the Branded Dashboard, the entire middle section (Theme, App Management, and related content) is excluded from the tab order. In the Build Guide Flow, the Choose button on the Choose a Template step cannot be reached by tabbing.	**Supports** Previously identified issues have been resolved.	**Supports** No issues identified.
1.3.3	**Sensory Characteristics** (Level A)	Moderate	**Supports** No issues identified.	**Supports** No issues identified.	**Partially Supports** Buttons on the Interact post page are not labeled.
1.4.1	**Use of Color** (Level A)	Serious	**Partially Supports** On the Branded Dashboard, the Staff App and Space Admin links rely on color alone to indicate they are clickable. On Manage Org, Staff View and table row items rely on color alone. On the Login page, the Sign Up and Forgot Password links rely on color alone.	**Supports** No issues identified.	**Supports** No issues identified.
1.4.2	**Audio Control** (Level A)	Moderate	**Not Applicable** Not applicable.	**Not Applicable** Not applicable.	**Not Applicable** Not applicable.

SC #	Success Criterion	Severity	Builder	iOS	Android
2.1.1	**Keyboard** (Level A)	Serious	**Does Not Support** Navigation actions do not receive focus, apart from the Home button. Spaces in the Recents menu cannot be reached by tabbing, and guide card hover content is not available to keyboard users. On the Guide Dashboard, the guide settings (ellipsis) button is not clearly focused, and clickable cards such as Metrics and Attendance do not receive focus. On Spaces & Apps, attached guides are skipped except for the last table cell, and Space table actions (Details, Staff View) cannot be reached; only the table row receives focus. In Guide Builder, the Features menu is not keyboard accessible, as focus moves from Add Feature to Edit Guide Details without reaching any menu items. On the Branded Dashboard, the middle content (Theme, App Management, and related sections) is skipped entirely. In the Build Guide Flow, the Choose button is skipped when tabbing.	**Supports** Previously identified issues have been resolved.	**Supports** No issues identified.
2.1.2	**No Keyboard Trap** (Level A)	**Critical**	**Does Not Support** Navigation dropdown items do not receive focus; focus moves out of dropdown menus instead of continuing through the navigation.	**Supports** Previously identified issues have been resolved.	**Supports** Previously identified issues have been resolved.
2.1.4	**Character Key Shortcuts** (Level A 2.1 and 2.2)	Moderate	**Supports** No issues identified.	**Not Applicable** Not applicable.	**Not Applicable** Not applicable.
2.2.1	**Timing Adjustable** (Level A)	**Critical**	**Not Applicable** Not applicable.	**Not Applicable** Not applicable.	**Not Applicable** Not applicable.
2.2.2	**Pause, Stop, Hide** (Level A)	Serious	**Not Applicable** Not applicable.	**Not Applicable** Not applicable.	**Not Applicable** Not applicable.

SC #	Success Criterion	Severity	Builder	iOS	Android
2.3.1	**Three Flashes or Below Threshold** (Level A)	**Critical**	**Supports** No issues identified.	**Supports** No issues identified.	**Supports** No issues identified.
2.4.1	**Bypass Blocks** (Level A)	Serious	**Partially Supports** The Build Guide and Login pages have no landmarks.	**Partially Supports** Previously identified issues have been resolved, except on the Welcome page, which remains outstanding.	**Partially Supports** Previously identified issues have been resolved. On the To-Do, Leaderboard, and Custom List pages, all content is structured as a list; these pages will be rebuilt to remediate structure issues.
2.4.2	**Page Titled** (Level A)	Serious	**Supports** No issues identified.	**Supports** Each page has a title, and the top-left component is announced as expected. Page titles are not required to be announced automatically.	**Supports** No issues identified.
2.4.3	**Focus Order** (Level A)	Serious	**Partially Supports** On the Guide Dashboard, focus returns to the passphrase after the notifications link, which is out of logical order. The Guide Builder modal includes content behind the modal in the focus order. Both issues are also reported under 1.3.2.	**Supports** Previously identified issues have been resolved.	**Supports** No issues identified.
2.4.4	**Link Purpose (In Context)** (Level A)	**Critical**	**Partially Supports** In Guide Builder navigation, many buttons include extra characters in their names (for example, J or Y). Branded Dashboard links include extra characters (for example, 0 or 1). On the Login page, the Sign In button includes an extra character (h).	**Supports** Previously identified issues have been resolved.	**Supports** Previously identified issues have been resolved.
2.5.1	**Pointer Gestures** (Level A 2.1 and 2.2)	Serious	**Supports** No issues identified.	**Supports** No issues identified.	**Supports** No issues identified.
2.5.2	**Pointer Cancellation** (Level A 2.1 and 2.2)	Moderate	**Supports** No issues identified.	**Supports** No issues identified.	**Supports** No issues identified.

SC #	Success Criterion	Severity	Builder	iOS	Android
2.5.3	**Label in Name** (Level A 2.1 and 2.2)	Serious	Supports No issues identified.	Supports No issues identified.	Supports No issues identified.
2.5.4	**Motion Actuation** (Level A 2.1 and 2.2)	Moderate	Not Applicable Not applicable.	Not Applicable Not applicable.	Not Applicable Not applicable.
3.1.1	**Language of Page** (Level A)	Serious	Does Not Support All VoiceOver and Guidebook components are read in English, even when the HTML lang attribute has been changed.	Does Not Support Issues were identified with the Login/Profile button on all pages and with the Next/ Previous map buttons.	Supports No issues identified.
3.2.1	**On Focus** (Level A)	Serious	Supports No issues identified.	Supports No issues identified.	Supports No issues identified.
3.2.2	**On Input** (Level A)	Serious	Supports No issues identified.	Supports No issues identified.	Supports No issues identified.
3.2.6	**Consistent Help** (Level A 2.2 only)	Moderate	Supports No issues identified.	Supports No issues identified.	Supports No issues identified.
3.3.1	**Error Identification** (Level A)	Serious	Partially Supports In the Guide Builder modal, an incorrect email entry triggers an error on save, but VoiceOver does not announce the error. In the Build Guide Flow, a missing entry triggers an error on save, but VoiceOver does not announce the error.	Supports No issues identified.	Supports Previously identified issues have been resolved.
3.3.2	**Labels or Instructions** (Level A)	Moderate	Partially Supports In the Guide Builder modal and on Manage Org, inputs are announced as editable text but the field label is not conveyed, so users do not know what to enter or why. On Manage Org and in the Build Guide Flow, date formats are not announced and dates cannot be selected with the keyboard.	Supports No issues identified.	Partially Supports The Leaderboard empty-state image has the same name as the empty-state heading. Add Interact post buttons (such as Tag and Add Session) are not labeled.

SC #	Success Criterion	Severity	Builder	iOS	Android
3.3.7	**Redundant Entry** (Level A 2.2 only)	Moderate	Supports No issues identified.	Not Applicable Not applicable.	Not Applicable Not applicable.
4.1.2	**Name, Role, Value** (Level A)	**Critical**	Supports No issues identified.	Supports No issues identified.	Supports Previously identified issues have been resolved.

Level AA Success Criteria

SC #	Success Criterion	Severity	Builder	iOS	Android
1.2.4	**Captions (Live)** (Level AA)	Serious	Not Applicable Not applicable.	Supports No issues identified.	Supports No issues identified.
1.2.5	**Audio Description (Prerecorded)** (Level AA)	Moderate	Not Applicable Not applicable.	Supports No issues identified.	Supports No issues identified.
1.3.4	**Orientation** (Level AA 2.1 and 2.2)	Serious	Does Not Support Layout is compliant up to a width of 768 pixels (iPad mini). On the Branded Dashboard, Space Activity content is no longer visible and cannot be reached by scrolling. On Manage Org, the tab row is cut off after Metered Usage.	Does Not Support Only redesigned pages (Schedule, General Info, and Space/Guide Home) support landscape orientation.	Partially Supports Content is cut off on the Leaderboard (left-side content) and Connect (right-side content) pages due to leading and trailing content rules. Other pages not yet addressed in the app redesign also have content cut off.
1.3.5	**Identify Input Purpose** (Level AA 2.1 and 2.2)	Serious	Supports No issues identified.	Supports Previously identified issues have been resolved.	Partially Supports Adding a photo caption does not support autofill.
1.4.3	**Contrast (Minimum)** (Level AA)	Serious	Partially Supports On the Edit Guide Dashboard, the "Press T to search guide" text does not meet minimum contrast requirements.	Supports No issues identified.	Supports No issues identified.

SC #	Success Criterion	Severity	Builder	iOS	Android
1.4.4	**Resize Text** (Level AA)	Moderate	**Partially Supports** Guide cards and the guide list overlap the side navigation, and long guide names are truncated on hover. On the Branded Dashboard, Space Activity content is no longer visible and cannot be reached by scrolling. On Manage Org, the tab row is cut off after Metered Usage.	**Does Not Support** Text does not resize on General Info details (where the Rate button is also no longer visible), My Guides cards, Space names, the Notifications list and details, the Profile landing and Settings pages, and List grid view, list view, and details. Text also does not resize on the Welcome, Notes, Photos, To-Do List, Maps, Leaderboard, Interact, and Emergency Information pages. Text on Connect name cards is truncated.	**Partially Supports** Profile tab header text is clipped (also seen on Photo Album). Connections and Attendees card text is truncated.
1.4.5	**Images of Text** (Level AA)	Minor	**Partially Supports** On the Login page, the benefits graphic is an image of text with no text alternative for screen readers.	**Supports** No issues identified.	**Supports** No issues identified.
1.4.10	**Reflow** (Level AA 2.1 and 2.2)	Serious	**Does Not Support** The Org Guides Dashboard displays an error message stating that Builder only works on desktop browsers. The Guide Dashboard and Spaces & Apps require two-dimensional scrolling. The Branded Dashboard and Manage Org require horizontal scrolling and lose content. The Build Guide Flow requires horizontal scrolling.	**Partially Supports** Rotation is not supported; otherwise, all pages work at smaller sizes.	**Supports** No issues identified.
1.4.11	**Non-text Contrast** (Level AA 2.1 and 2.2)	Moderate	**Supports** No issues identified.	**Partially Supports** When no profile picture is provided, the profile avatar appears to use a hard-coded color.	**Partially Supports** When no profile picture is provided, the profile avatar appears to use a hard-coded color. This also applies to Connection and Attendee avatars.

SC #	Success Criterion	Severity	Builder	iOS	Android
1.4.12	**Text Spacing** (Level AA 2.1 and 2.2)	Serious	**Partially Supports** On the Org Guides Dashboard, guide card titles are truncated on hover. In Guide Builder, Feature Menu items are already truncated, and adjusted text spacing makes this worse. In the Guide Builder modal, field help icons (?) are pushed out of line and above the field (for example, Welcome > Meeting Link).	**Supports** Previously identified issues have been resolved.	**Partially Supports** Profile tab text is cut off at larger font sizes, and Connection card content is truncated.
1.4.13	**Content on Hover or Focus** (Level AA 2.1 and 2.2)	Moderate	**Partially Supports** On the Guide Dashboard, tooltips do not remain visible when the pointer moves onto them and cannot be dismissed. In the Guide Builder modal, tooltips behave as small modals that require a click to close, and the tab order does not reach the control that closes them.	**Supports** Previously identified issues have been resolved.	**Supports** No issues identified.
2.4.5	**Multiple Ways** (Level AA)	Minor	**Supports** No issues identified.	**Supports** No issues identified.	**Supports** No issues identified.
2.4.6	**Headings and Labels** (Level AA)	Moderate	**Partially Supports** The Guide Builder modal has no headings; screen readers pick up the "Updates Pending" heading behind the modal.	**Supports** No issues identified.	**Supports** No issues identified.
2.4.7	**Focus Visible** (Level AA)	Serious	**Does Not Support** Keyboard focus is not easily found when tabbing through navigation; the focus state is either too light or not present.	**Supports** No issues identified.	**Supports** Previously identified issues have been resolved.
2.4.11	**Focus Not Obscured (Minimum)** (Level AA 2.2 only)	Serious	**Partially Supports** In the Guide Builder modal, the footer obscures focused elements, and the view does not scroll to keep focused items visible.	**Supports** No issues identified.	**Supports** No issues identified.

SC #	Success Criterion	Severity	Builder	iOS	Android
2.5.7	**Dragging Movements** (Level AA 2.2 only)	Serious	**Does Not Support** In Guide Builder navigation, reordering is available only by dragging and cannot be done with a single-pointer alternative such as tap to select.	**Not Applicable** Not applicable.	**Not Applicable** Not applicable.
2.5.8	**Target Size (Minimum)** (Level AA 2.2 only)	Serious	**Supports** No issues identified.	**Supports** No issues identified.	**Supports** No issues identified.
3.1.2	**Language of Parts** (Level AA)	Serious	**Does Not Support** All VoiceOver and Guidebook components are read in English, and a language cannot be specified for screen readers on individual phrases within a page.	**Supports** No issues identified.	**Supports** No issues identified.
3.2.3	**Consistent Navigation** (Level AA)	Minor	**Supports** No issues identified.	**Supports** No issues identified.	**Supports** No issues identified.
3.2.4	**Consistent Identification** (Level AA)	Minor	**Supports** No issues identified.	**Supports** No issues identified.	**Supports** No issues identified.
3.3.3	**Error Suggestion** (Level AA)	Moderate	**Supports** No issues identified.	**Supports** No issues identified.	**Partially Supports** In Profile settings, the email field can be edited but does not accept changes, and users are not informed that their input is not being saved.
3.3.4	**Error Prevention (Legal, Financial, Data)** (Level AA)	**Critical**	**Supports** No issues identified.	**Does Not Support** License Agreement and Delete Account trigger the same action and open only the license agreement; an option to delete the account is needed. Keyboard navigability of the resulting web page must also be confirmed.	**Partially Supports** The Delete Account child page is a web view, and the checkbox that confirms the action is not included in the screen reader navigation order.

SC #	Success Criterion	Severity	Builder	iOS	Android
3.3.8	**Accessible Authentication (Minimum)** (Level AA 2.2 only)	**Critical**	**Supports** No issues identified.	**Supports** No issues identified.	**Supports** No issues identified.
4.1.3	**Status Messages** (Level AA 2.1 and 2.2)	Moderate	**Supports** No issues identified.	**Supports** No issues identified.	**Partially Supports** On Schedule, the snackbar takes focus and returns the user to the first page control, regardless of their previous position. Unregistering on Interact returns focus to the navigation.

Top Priority: Critical Severity Criteria

The following criteria are rated Critical severity and are Partially Supported or Not Supported on at least one platform.

SC #	Success Criterion	Builder	iOS	Android
1.1.1	Non-text Content (Level A)	Does Not Support	Supports	Partially Supports
1.2.1	Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Supports	Partially Supports
1.3.1	Info and Relationships (Level A)	Does Not Support	Partially Supports	Partially Supports
2.1.2	No Keyboard Trap (Level A)	Does Not Support	Supports	Supports
2.4.4	Link Purpose (In Context) (Level A)	Partially Supports	Supports	Supports
3.3.4	Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Does Not Support	Partially Supports

Remediation Priority

Remediation of criteria on the iOS and Android apps will be completed first. Remediation of Guidebook Builder criteria begins in Q4 2026.