



Docebo learning platform

Public areas, login process, and built-in pages ACR (VPAT)

International Edition - (Based on VPAT® Version 2.5)

- **Name of Product/Version:** Docebo learning platform Version 2024.26.1
- **Report Date:** December 12, 2024
- **Document Version:** 7.0
- **Product Description:** Docebo is an easy-to-use, highly configurable and affordable learning platform with the end-to-end capabilities and critical functionality needed to train internal and external workforces, partners, and customers.
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[Legal Disclaimer \(Docebo S.p.A.\)](#)

Scope of this document

This Docebo Accessibility Conformance Report is a document that Docebo publicly undertakes to clearly identify the state of compliance of the platform with WCAG 2.2 standards, level AA (with references also to European Telecommunications Standards Institute EN 301 549 and US Federal Government Revised 508 Standards) for the Docebo learning platform.

This Docebo Accessibility Conformance Report applies to the learner role only, since the platform is accessible from the learner's point of view only. It does not apply to the content providers and platform administration.

As for the learner role, we consider the platform's core functionality in terms of accessing and attending the courses and content

included in the learner's learning path. At the moment, other learner features are explicitly excluded. Accessibility has been implemented for Docebo 7.0, and it is not available on Docebo 6.9.

Docebo's journey towards accessibility began in 2020 and it can be considered as a work in progress, as more and more areas of the learner experience meet the platform accessibility standards.

The conformance assessment is based on an audit conducted by UsableNet, combined with Docebo's internal analysis, and applies to the following areas:

Registration and platform policies

- Login page
- Self-registration page
- Reset Password page
- Legal agreements: Privacy policy, Cookie policy, and Terms and conditions.

Layout

- Header
- Footer
- Error pages
- Cookie banner

Built-in pages

- The public catalog
- The Course catalog page
- The My courses and learning plans page
- The All channels page
- The My channel page
- Any single channel page
- The Latest content page
- The My skills page
- The My profile area
- The area displaying the plan content when clicking on the What's included button of the Subscription plan page

- The global search *Results* page

Widgets

- Courses and learning plans
- Catalogs
- Channels
- Embed video
- Custom content box
- Image
- HTML/WYSIWYG widget

Please note that the following elements and functionalities are not yet accessible:

- all of the filters included in the pages and in the widgets listed in this chapter are included, except for date pickers in time frame filters (such as calendars)
- the calendar *display mode* view in the Course catalog widget and page
- Dashboard widgets not included in the Scope of this document list
- Public catalog custom pages

Please note also that Docebo is not responsible for:

- Any change applied to colors via custom CSS or via the platform [Configure branding andook menu](#).
- Content author actions and created content.

Evaluation methods used

- Tool-Based Testing (**TBT**): [UsableNet AQA \(opens in a new tab\)](#) automatic evaluations.
- Assistive Technology Previews (**ATP**): [UsableNet AQA \(opens in a new tab\)](#) tools helping manual tests grayscale, text spacing, accessibility labels.
- Manual Accessibility Testing (**MAT**): Keyboard testing with visual focus; videos; screen reader testing; inspection.

Applicable standards/guidelines

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

Applicable standards/guidelines table

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) Level AA (Yes) 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 be used only in WCAG 2.1 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- **EN 301 549:** Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- **Revised Section 508:** Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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](#).

Table 1: Success Criteria, Level A

WCAG 2.x Success Criteria, Level A

Criteria	Conformance level	Docebo remarks and explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.1.1 (Web) ● 10.1.1.1 (Non-web document) ● 11.1.1.1.1 (Open Functionality Software) ● 11.1.1.1.2 (Closed Functionality Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) 	<p>Partially supports</p>	<p>Generally, in the Docebo platform, meaningful non-text content is presented to the user with a text alternative that serves an equivalent purpose, while decorative non-text content is hidden to assistive technologies in all the areas listed in the Scope of this document chapter.</p> <p>However, there are some exceptions:</p> <ul style="list-style-type: none"> ● <i>Target blank links</i> accessible names are not meaningful. ● The video background fallback image in the Sign in page does not have an empty alternative text. ● Informative SVG elements in the “Your password must” panel in the <i>password input</i> are marked as decorative. ● Blank slate images in <i>Dashboard widgets</i> are missing <i>alt</i> attributes. ● In the <i>Image</i> widget, the image does not have the alt attribute.

Criteria	Conformance level	Docebo remarks and explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<ul style="list-style-type: none"> In <i>My profile</i> widget, the View related content link does not have an accessible name. In the error pages, some decorative Images do not have an empty alternative text.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.1 (Web) 10.1.2.1 (Non-web document) 11.1.2.1.1 (Open Functionality Software) 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>The Docebo learning platform does not provide pre-recorded content within the platforms in all of the areas listed in the Scope of this document chapter.</p> <p>Content authors are the sole responsible for the accessibility of the content itself.</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p>	Supports	Docebo platform does not provide pre-recorded content within the platforms. Closed captioning is supported and available for content authors. Closed captioning is

Criteria	Conformance level	Docebo remarks and explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.2 (Web) ● 10.1.2.2 (Non-web document) ● 11.1.2.2 (Open Functionality Software) ● 11.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>referred to as subtitles on the platform. Refer to Docebo Help.</p> <p>Videos can be included in the platform by using the Embed video widget. Content authors are the sole responsible for the accessibility of the content itself.</p> <p>For more information about how to provide Audio Description or Media Alternative (Prerecorded) refer to third-party documentation (Vimeo, YouTube, and Wistia.)</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.3 (Web) ● 10.1.2.3 (Non-web document) ● 11.1.2.3.1 (Open Functionality Software) ● 11.1.2.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p>	Support	<p>The Docebo platform does not provide pre-recorded content within the platforms in all of the areas listed in the Scope of this document chapter.</p> <p>Video can be included in the platform by using the Embed video widget. Content authors are the sole responsible for the accessibility of the content itself.</p> <p>For more information about how to provide Audio Description or Media Alternative (Prerecorded) refer to third-party documentation (Vimeo, YouTube, and Wistia.)</p>

Criteria	Conformance level	Docebo remarks and explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially supports	<p>Generally, the Docebo platform uses standard HTML and WAI-ARIA attributes in all areas listed in the Scope of this document chapter. Information, structure, and relationships conveyed through the visual presentation are determined programmatically or are available in text form.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● A non-visible heading level one provides a non meaningful title. ● The Skip to main content link is accessible but it has an improper semantic structure. ● In the self-registration form, tabs are not properly implemented. ● The date picker component is not accessible. ● Content in cards and list items provides some visually hidden content. ● In public catalogs, the headings order is not correct. ● The search landmark name is redundant. ● In error pages, a heading element has been used for visual effect. ● In the header panel, the headings order is not always correct. ● The <i>Carousel</i> component is not fully accessible but no barrier prevents users who use assistive technologies from accessing the content. ● In the <i>Search results'</i> message component, the accessible name is not assigned properly. ● Text areas in dashboard widgets are implemented by using the Froala editor. For more information about accessibility of the tool refer to Froala editor accessibility. ● In the My profile page, <ul style="list-style-type: none"> ○ a custom dropdown is not fully accessible,

Criteria	Conformance level	Docebo remarks and explanations
		<ul style="list-style-type: none"> ○ the Delete element cannot be used by some users, ○ headings are not properly implemented, ○ the list box is not accessible, and ○ tab panels are not correctly implemented.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 11.1.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) ● 	Partially supports	<p>Generally, the Docebo platform provides content in a meaningful sequence across the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <p>The order of the content is not always provided in a meaningful sequence.</p>

Criteria	Conformance level	Docebo remarks and explanations
<p>Software)</p> <ul style="list-style-type: none"> ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>Docebo is not responsible for any change applied to colors via custom CSS or via the Configure branding and look menu of the platform.</p> <p>Docebo is not responsible for content author actions and created content. Refer to Docebo Help.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p> <p>(Updated from <i>Does not Support</i> in Docebo Accessibility Conformance Report V6.3)</p>	<p>By default, the Docebo platform does not present content that plays automatically in all the areas listed in the Scope of this document chapter.</p> <p>Docebo is not responsible for content author actions and created content. Refer to Docebo Help.</p>
<p>2.1.1 Keyboard</p>	<p>Partially supports</p>	<p>Generally, the content available in the Docebo platform is operable through keyboard</p>

Criteria	Conformance level	Docebo remarks and explanations
<p>(Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>navigation in all the areas listed in the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● In carousels and horizontal tabs, arrow buttons cannot be operable via keyboard but barriers prevent users that use assistive technologies from accessing the content. ● In My skills areas, the remove skills configuration panel is not operable through a keyboard interface. <p>Docebo is not responsible for content author actions and created content. Refer to Docebo Help.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	Supports	<p>The Docebo platform ensures that users can navigate all interactive elements using only the keyboard and are not trapped in any part of the interface.</p>

Criteria	Conformance level	Docebo remarks and explanations
Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	<p>The Docebo platform does not use single-character key shortcuts that could interfere with standard keyboard actions or cause unintended behavior.</p>
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) 	Partially supports	<p>Generally, the Docebo platform does not contain any task or content that is time-sensitive or requires time adjustments in all the areas listed in the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● Toast notification messages disappear automatically.

Criteria	Conformance level	Docebo remarks and explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p>	Supports	

Criteria	Conformance level	Docebo remarks and explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.1 (Web) ● 10.2.4.1 (Non-web document) – Does not apply ● 11.2.4.1 (Open Functionality Software) – Does not apply ● 11.2.4.1 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p>	Supports	

Criteria	Conformance level	Docebo remarks and explanations
<ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>Generally, the Docebo platform provides a proper page title for all the platform pages in all the areas listed in the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> In Sign-in, Self-registration, Public catalog, and error pages, the title is not meaningful. In the public catalog, the page title is missing. In few error pages, the title is not meaningful.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	Partially supports	<p>Generally, in the Docebo platform, the focus moves between components following the visual order of the elements in the user interface or in a sequence that preserves their meaning and operability in all of the areas listed in the Scope of this document chapter.</p>

Criteria	Conformance level	Docebo remarks and explanations
<ul style="list-style-type: none"> ● 9.2.4.3 (Web) ● 10.2.4.3 (Non-web document) ● 11.2.4.3 (Open Functionality Software) ● 11.2.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● In the Sign-in and the Register pages and dialog, the focus is automatically on the first input field which does not receive focus in an order that preserves meaning and operability. ● In filers panels, the Show more button does not provide a focus order that preserves meaning and operability. ● In Catalogs, Channels, and in the My courses and learning plans pages and widgets, the order of the focusable elements is not in a meaningful sequence due to the the infinite scroll behavior. ● In the global search suggestion, a few focusable components do not receive focus in an order that preserves meaning and operability.
<p>2.4.4 Link Purpose (In Context)</p> <p>(Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	Partially supports	<p>Generally, the Docebo platform provides links that clearly indicate their purpose, in the context of all the areas listed in the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● In all the learner areas, it is possible to activate links using the spacebar.

Criteria	Conformance level	Docebo remarks and explanations
Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	
<p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) 	Supports	

Criteria	Conformance level	Docebo remarks and explanations
<ul style="list-style-type: none"> 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	<p>Generally, the Docebo platform provides words that visually label a component, which are also the words associated with that component programmatically in all the areas listed in the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> In menu selection buttons, the accessible name does not contain the visible label of the form control. In the filters panel button, the selected option number is not part of the accessible name of the input. In Global search suggestions, the list time accessible name does not contain the visible label of the UI component In My skills area, the skill level button accessible name does not contain the visible label of the UI component.
<p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 	Supports	

Criteria	Conformance level	Docebo remarks and explanations
<ul style="list-style-type: none"> ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.1 (Web) ● 10.3.2.1 (Non-web document) ● 11.3.2.1 (Open Functionality Software) ● 11.3.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p>	Supports	

Criteria	Conformance level	Docebo remarks and explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) ● 11.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> ● EN 301 549 Criteria – Does not apply ● Revised Section 508 – Does not apply 	<p>Supports</p> <p>(Updated from <i>Partially supports</i> for branch code configuration in the Docebo Accessibility Conformance Report V6.3)</p>	
<p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.1 (Web) 	<p>Supports</p>	

Criteria	Conformance level	Docebo remarks and explanations
<ul style="list-style-type: none"> ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) ● 11.3.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p> <p>(Updated from <i>Partially supports</i> in the Docebo Accessibility Conformance Report V6.3)</p>	

Criteria	Conformance level	Docebo remarks and explanations
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.2 (Web) ● 10.3.3.2 (Non-web document) ● 11.3.3.2 (Open Functionality Software) ● 11.3.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>3.3.7 Redundant Entry (Level A 2.2 only)</p> <ul style="list-style-type: none"> ● EN 301 549 Criteria – Does not apply ● Revised Section 508 – Does not apply 	Supports	
<p>4.1.1 Parsing (Level A)</p>	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata

Criteria	Conformance level	Docebo remarks and explanations
<p>Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.1 (Web) ● 10.4.1.1 (Non-web document) ● 11.4.1.1.1 (Open Functionality Software) ● 11.4.1.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>and the WCAG 2.1 Editorial Errata.</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.2 (Web) 	<p>Partially supports</p>	<p>Generally, the Docebo platform ensures that Assistive Technologies (AT) can gather information about, activate (or set), and keep up to date on the status of user interface controls in the content in all of the areas listed in the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● In all the learner areas, it is possible to activate links using the spacebar.

Criteria	Conformance level	Docebo remarks and explanations
<ul style="list-style-type: none"> 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<ul style="list-style-type: none"> In the self-registration areas, the select input is properly managed. In all the learner areas, some buttons that open dialogues or overlays are not properly configured. The Skip to main content link has an improper semantic structure and the related content button does not have an accessible name.

Table 2: Success Criteria, Level AA

WCAG 2.x Success Criteria, Level AA

Criteria	Conformance level	Doceno remarks and explanations
1.2.4 Captions (Live) (Level AA) Applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 	Supports	

Criteria	Conformance level	Doceno remarks and explanations
<ul style="list-style-type: none"> ● 11.1.2.4 (Open Functionality Software) ● 11.1.2.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	<p>Supports</p> <p>(Updated from <i>Does not support</i> in the Docebo Accessibility Conformance Report V6.3)</p>	<p>The Docebo platform does not provide pre-recorded content within the platforms in all the areas listed in the Scope of this document chapter.</p> <p>Videos can be included in the platform by using the Embed video widget. Content authors are the sole responsible for the accessibility of the content itself.</p> <p>For more information refer to:</p> <ul style="list-style-type: none"> ● Vimeo, YouTube, and Wistia. ● The Creating accessible content article of the knowledge base.

Criteria	Conformance level	Doceno remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.3.4 Orientation (Level AA 2.1 and 2.2)</p> <p>Applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	
<p>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)</p> <p>Applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.5 (Web) 10.1.3.5 (Non-web document) 11.1.3.5.1 (Open Functionality Software) 11.1.3.5.2 (Closed Software) 	Partially supports	<p>Generally, the Docebo platform supports identifying input purposes to clarify expected meanings for form data fields in all the areas listed in the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> In the Sign-in, Self-registration, and My profile areas, the autocomplete content attribute is missing in the input text. In the Self-registration, the branch code input of the autocomplete attribute is not valid.

Criteria	Conformance level	Doceno remarks and explanations
<ul style="list-style-type: none"> 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>The Docebo platforms activated after May 25, 2021, come with a default set of colors to ensure that the experience is accessible and usable for all users.</p> <p>The platforms activated before May 25, 2021, can configure the accessible set of colors as described in Docebo Help.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> In all learner areas, the input text fields do not have a background specified. In all learner areas, the primary button colors on hover and focus states lack sufficient contrast between the new background and the white text. In public catalog pages, the color of the Register button in the platform header has a contrast ratio of 4.13:1 instead of 4.5:1. In channels, the color of the Follow button in the platform header has a contrast ratio of 4.13:1 instead of 4.5:1. In the Self-registration and Privacy policy pages, links do not have a foreground specified. In the My Profile area, tabs do not have a foreground specified. <p>Docebo is not responsible for any change applied to colors via custom CSS or via the Configure branding and look menu of the platform.</p>

Criteria	Conformance level	Doceno remarks and explanations
<p>1.4.4 Resize text (Level AA)</p> <p>Applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>1.4.5 Images of Text (Level AA)</p> <p>Applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) 	Supports	<p>The Docebo platform does not provide images of text to convey information within the platforms in all the areas listed in the Scope of this document chapter.</p> <p>Thumbnails and header images are decorative elements implemented as background, making them invisible from screen readers in all the areas listed in the Scope of this document chapter.</p> <p>For more details, refer to the Creating accessible content article of the knowledge</p>

Criteria	Conformance level	Doceno remarks and explanations
<ul style="list-style-type: none"> ● 11.1.4.5.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>base.</p>
<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially supports	<p>Generally, the Docebo platform presents content without loss of information or functionality with one-dimensional scrolling, and without requiring scrolling in two dimensions in all of the areas listed in the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● In viewports under 1024 or by using browser zoom, header breadcrumbs, header description, and floating action buttons overlap. ● In viewports under 1024 or by using browser zoom, header breadcrumbs, and header description texts are truncated. ● In viewports under 600px or by using browser zoom some content in overlay - such as global search suggestion, menu options or dialogs - don't scroll properly by cutting content out of the viewport.
<p>1.4.11 Non-text Contrast</p>	Partially supports	<p>Generally, the Docebo platform ensures that non-text elements maintain sufficient contrast with the background, in compliance with the requirements of</p>

Criteria	Conformance level	Doceno remarks and explanations
<p>(Level AA 2.1 and 2.2)</p> <p>Applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>criterion 1.4.11, without compromising information or functionality in the areas listed in the Scope of this document.</p>
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</p> <p>Applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	<p>Supports</p>	<p>.</p>

Criteria	Conformance level	Doceno remarks and explanations
Revised Section 508 – Does not apply		
<p data-bbox="152 384 577 448">1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</p> <p data-bbox="152 488 286 515">Applies to:</p> <p data-bbox="152 555 398 582">EN 301 549 Criteria</p> <ul data-bbox="197 587 633 850" style="list-style-type: none"> ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p data-bbox="152 890 622 917">Revised Section 508 – Does not apply</p>	Partially supports	<p data-bbox="1059 384 2085 483">Generally, the Docebo platform ensures that content activated by hover or focus is visible and easily accessible across all areas listed in the Scope of this document chapter.</p> <p data-bbox="1059 515 1529 542">However, there are a few exceptions:</p> <ul data-bbox="1104 579 1910 606" style="list-style-type: none"> ● The tooltip component on hover or focus is not perceivable.
<p data-bbox="152 963 398 1027">2.4.5 Multiple Ways (Level AA)</p> <p data-bbox="152 1067 286 1094">Applies to:</p> <p data-bbox="152 1102 398 1129">EN 301 549 Criteria</p> <ul data-bbox="197 1134 633 1297" style="list-style-type: none"> ● 9.2.4.5 (Web) ● 10.2.4.5 (Non-web document) – Does not apply ● 11.2.4.5 (Open Functionality Software) – Does not apply 	Supports	

Criteria	Conformance level	Doceno remarks and explanations
<ul style="list-style-type: none"> ● 11.2.4.5 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	Partially supports	<p>Generally, the Docebo platform ensures that headings and labels are clear and descriptive across all areas listed in the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● In the header, the notification panel button label is not meaningful. ● In the My skills areas, the add skill button label is not meaningful. ● In the <i>Configure your skills</i> panel there is a hidden, not meaningful heading. ● In error pages, headings are not meaningful.

Criteria	Conformance level	Doceno remarks and explanations
Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Partially supports	<p>Generally, the Docebo platform ensures that the focus indicator is visible and easily identifiable across all areas listed in the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● In the privacy policy, the content implemented by using the Froala editor focus indicator is not visible. ● In the Global search results page, the message component focus indicator is not visible.

Criteria	Conformance level	Doceno remarks and explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Partially supports	<p>Generally, the Docebo platform ensures that the focus indicator is not obscured and remains visible across all areas listed in the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> The sticky header allows keyboard focus to be set on certain elements of the page; however, these elements may become obscured and remain partially or completely hidden beneath the header. The sticky cookie banner allows keyboard focus to be set on certain elements of the page; however, these elements may become obscured and remain partially or completely hidden beneath the header. In small viewports, the filter panel allows keyboard focus to be set beneath the panel itself, causing course cards to become obscured and remain partially or completely hidden under the filter panel.
<p>2.5.7 Dragging Movements (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not applicable	The Docebo platform does not require dragging movements, therefore this criterion is not applicable.
<p>2.5.8 Target Size (Minimum)</p>	Supports	

Criteria	Conformance level	Doceno remarks and explanations
<p>(Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>		
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.1.2 (Web) ● 10.3.1.2 (Non-web document) ● 11.3.1.2 (Open Functionality Software) – Does not apply ● 11.3.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially supports</p> <p>(Updated from <i>Does not support</i> in the Docebo Accessibility Conformance Report V6.3)</p>	<p>Generally, the Docebo platform ensures that the language of different content areas is correctly identified across all areas listed in the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● In all the learner areas, content titles do not have the <i>lang</i> attribute.

Criteria	Conformance level	Doceno remarks and explanations
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Supports</p>	

Criteria	Conformance level	Doceno remarks and explanations
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply ● 11.3.2.4 (Open Functionality Software) – Does not apply ● 11.3.2.4 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Partially supports</p>	<p>Generally, the Docebo platform ensures that elements are consistently identified across all areas listed in the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● In the Global search results page, links with the same location have a different accessible name. ● In skills areas, skills suggestions are implemented in different ways.

Criteria	Conformance level	Doceno remarks and explanations
<p>3.3.3 Error Suggestion (Level AA)</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) ● 11.3.3.3 (Open Functionality Software) ● 11.3.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p>	Supports	<p>The Docebo platform provides mechanisms to prevent errors in critical tasks (such as legal, financial, or data entry processes), ensuring that users can review and confirm their input before final submission, in all of the areas listed in the Scope of this document chapter.</p>

Criteria	Conformance level	Doceno remarks and explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) ● 11.3.3.4 (Open Functionality Software) ● 11.3.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>The Docebo platform ensures accessible authentication by providing properly marked-up email and password inputs, in all of the areas listed in the Scope of this document chapter.</p>

Criteria	Conformance level	Doceno remarks and explanations
<p>4.1.3 Status Messages (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document) ● 11.4.1.3 (Open Functionality Software) ● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially supports	<p>Generally, the Docebo platform ensures that status messages are clearly communicated and easily perceivable across all areas listed in the Scope of this document chapter.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● In the sign in, self registration, and My profile areas, when errors occur in the form, users relying on assistive technologies have no clear indication of what went wrong. ● In all the learner areas, toast notification messages disappear automatically.

Table 3: Success Criteria, Level AAA

Notes: Currently, AAA compliance is not within Docebo's current scope. Docebo's focus is to provide an inclusive experience and meet the necessary legal requirements (A and AA), ensuring that all users can safely and effectively access our platform.

Criteria	Conformance level	Docebo remarks and explanations
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1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply	Not evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply	Not evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply	Not evaluated	
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply	Not Evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 only) EN 301 549 Criteria– Does not apply	Not Evaluated	
1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
2.2.6 Timeouts (Level AAA 2.1 only)	Not Evaluated	

EN 301 549 Criteria – Does not apply		
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Not Evaluated	
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
2.5.5 Target Size (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Not Evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Not Evaluated	
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	

3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	

Revised Section 508 Report

Notes: The evaluation is for a **website**, so references to other types of content are removed from the form. Also, the product uses best practices beyond the WCAG and there is ongoing work being done to optimize the experience for users of assistive technologies and those with other disabilities.

Chapter 3: [Functional Performance Criteria \(opens in a new tab\)](#) (FPC)

Criteria	Conformance level	Docebo remarks and explanations
302.1 Without Vision	Partially supports	<p>Generally, the Docebo platform ensures that individuals who are blind can effectively navigate and interact with all content across areas listed in the "Scope of this document" chapter.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.</p>
302.2 With Limited Vision	Partially supports	<p>Generally, the Docebo platform ensures that individuals with low vision can effectively navigate and interact with all content across areas listed in the "Scope of this Document" chapter.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.</p> <p>Docebo is not responsible for any change applied via custom CSS</p>

		or via the Configure branding and look menu of the platform.
302.3 Without Perception of Color	Partially supports	<p>Generally, the Docebo platform ensures that individuals who cannot perceive color can effectively navigate and interact with all content across areas listed in the "Scope of this document" chapter.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.</p> <p>Docebo is not responsible for any change applied via custom CSS or via the Configure branding and look menu of the platform.</p>
302.4 Without Hearing	Supports	<p>The Docebo platform does not include audio-only features that require the sole use of hearing across areas listed in the Scope of this document chapter.</p> <p>Video can be included in the platform by using the Embedded Video Widget. Content authors are the sole responsible for the accessibility of the content itself. For more details refer also to Docebo help.</p> <p>Refer to the WCAG 2.x Report Section (opens in a new tab) for details.</p>
302.5 With Limited Hearing	Supports	<p>The Docebo platform does not include audio-only features that require the sole use of hearing across areas listed in the "Scope of this document" chapter.</p> <p>Video can be included in the platform by using the Embedded Video Widget. Content authors are the sole responsible for the accessibility of the content itself.</p> <p>For more details, refer to the Creating accessible content article of</p>

		<p>the knowledge base.</p> <p>Refer to the WCAG 2.x Report Section for details.</p>
302.6 Without Speech	Not applicable	The Docebo platform does not require speech input to operate or to retrieve information
302.7 With Limited Manipulation	Partially supports	<p>Generally, the Docebo platform ensures that individuals with limited manipulation can effectively navigate and interact with all content across areas listed in the "Scope of this document" chapter.</p> <p>The platforms do not rely on fine motor skills. The user interface and controls feature target areas of 36px, which are significantly larger than the WCAG AA requirement. Additionally, the platforms do not require simultaneous actions and provide alternative methods of input, such as standard input mechanisms like user-provided keyboards and pointing devices, to accommodate those who may struggle with precise movements across areas listed in the "Scope of this document" chapter.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.</p>
302.8 With Limited Reach and Strength	Supports	<p>Generally, the Docebo platform ensures that individuals with limited reach and strength can effectively navigate and interact with all content across areas listed in the "Scope of this document" chapter.</p> <p>All interactive elements are designed for easy reach, featuring target areas of 36px—significantly larger than the WCAG AA requirement. The platform does not require excessive force to operate controls, minimizing strain. Additionally, search functionalities are provided to help users quickly locate content,</p>

		<p>further reducing navigation effort. Alternative input methods, such as user-provided keyboards and pointing devices, support effective interaction across the designated areas.</p> <p>Refer to the WCAG 2.x Report Section for details.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	<p>The Docebo platform does not function in a way that is prohibitive to users with cognitive or learning impairment across areas listed in the "Scope of this Document" chapter.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.</p> <p>Additionally, Docebo provides end-users with disabilities with information on accessibility in Docebo Help. See the Docebo Learner Guide and the Accessibility in your platform article for further details. End-users with disabilities can open support requests directly at accessibility@docebo.com</p>

Chapter 4: [Hardware \(opens in a new tab\)](#)

Notes: The Docebo platform is a web application and is not subject to the requirements of this section.

Chapter 5: [Software \(opens in a new tab\)](#)

Notes: Not Applicable - The Docebo platform does not include any software.

Chapter 6: [Support Documentation and Services \(opens in a new tab\)](#)

Note: This report covers accessibility conformance for the Docebo platform and does not discuss Documentation or Support Services. Learner documentation is available in the form of a [learner guide](#). At the moment, this guide is [partially accessible](#), but Docebo is working in this direction.

EN 301 549 Report

Notes: The evaluation is for a website, so references to other types of content are removed from the form. Also, the product uses best practices beyond the WCAG and there is ongoing work being done to optimize the experience for users of assistive technologies and those with other disabilities.

Chapter 4: [Functional Performance Statements \(opens in a new tab\)](#) (FPS)

Criteria	Conformance Level	Docebo remarks and explanations
4.2.1 Usage without vision	Partially supports	<p>Generally, the Docebo platform ensures that individuals who are blind can effectively navigate and interact with all content across areas listed in the "Scope of this document" chapter.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.</p>
4.2.2 Usage with limited vision	Partially supports	<p>Generally, the Docebo platform ensures that individuals with low vision can effectively navigate and interact with all content across areas listed in the "Scope of this document" chapter.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.</p> <p>Docebo is not responsible for any change applied via custom CSS or via the Configure branding and look menu of the platform.</p>
4.2.3 Usage without perception of color	Partially supports	<p>Generally, the Docebo platform ensures that individuals who cannot perceive color can effectively navigate and interact with all content across areas listed in the "Scope of this document" chapter.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.</p>

		Docebo is not responsible for any change applied via custom CSS or via the Configure branding and look menu of the platform.
4.2.4 Usage without hearing	Supports	<p>The Docebo platform does not include audio-only features that require the sole use of hearing across areas listed in the Scope of this document chapter.</p> <p>Video can be included in the platform by using the Embedded Video Widget. Content authors are the sole responsible for the accessibility of the content itself. For more details refer also to Docebo help.</p> <p>Refer to the WCAG 2.x Report Section for details.</p>
4.2.5 Usage with limited hearing	Supports	<p>The Docebo platform does not include audio-only features that require the sole use of hearing across areas listed in the Scope of this document chapter.</p> <p>Video can be included in the platform by using the Embedded Video Widget. Content authors are the sole responsible for the accessibility of the content itself.</p> <p>For more details refer also to Docebo help.</p> <p>Refer to the WCAG 2.x Report Section for details.</p>
4.2.6 Usage with no or limited vocal capability	Not Applicable	The Docebo platform does not require speech input to operate or to retrieve information
4.2.7 Usage with limited manipulation or strength	Supports	<p>Generally, the Docebo platform ensures that individuals with limited reach and strength can effectively navigate and interact with all content across areas listed in the "Scope of this Document" chapter.</p> <p>All interactive elements are designed for easy reach, featuring target</p>

		<p>areas of 36px—significantly larger than the WCAG AA requirement. The platform does not require excessive force to operate controls, minimizing strain. Additionally, search functionalities are provided to help users quickly locate content, further reducing navigation effort. Alternative input methods, such as user-provided keyboards and pointing devices, support effective interaction across the designated areas.</p> <p>Refer to the WCAG 2.x Report Section for details.</p>
4.2.8 Usage with limited reach	Partially supports	<p>Generally, the Docebo platform ensures that individuals with limited manipulation can effectively navigate and interact with all content across areas listed in the "Scope of this Document" chapter.</p> <p>The platforms do not rely on fine motor skills. The user interface and controls feature target areas of 36px, which are significantly larger than the WCAG AA requirement. Additionally, the platforms do not require simultaneous actions and provide alternative methods of input, such as standard input mechanisms like user-provided keyboards and pointing devices, to accommodate those who may struggle with precise movements across areas listed in the "Scope of this Document" chapter.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.</p>
4.2.9 Minimize photosensitive seizure triggers	Supports	<p>The Docebo platform ensures that individuals are protected from photosensitive seizure triggers across all content across areas listed in the "Scope of this Document" chapter.</p> <p>The platform minimizes the use of flashing or rapidly changing visuals that could trigger seizures, adhering to guidelines that require no content to flash more than three times per second.</p>

		<p>Docebo is not responsible for any change applied to colors via custom CSS or via the Configure Branding Look menu of the platform. Docebo is not responsible for content author actions and created content. Refer to Docebo Help.</p>
4.2.10 Usage with limited cognition, language or learning	Partially supports	<p>The Docebo platform does not function in a way that is prohibitive to users with cognitive or learning impairment across areas listed in the "Scope of this document" chapter.</p> <p>However, there are some exceptions. Refer to the WCAG 2.x Report Section for details.</p> <p>Additionally, Docebo provides end-users with disabilities with information on accessibility in Docebo Help. See the Docebo Learner Guide and the Accessibility in your platform article for further details. End-users with disabilities can open support requests directly at accessibility@docebo.com</p>
4.2.11 Privacy	Supports	<p>The Docebo platform ensures that individuals can effectively maintain their privacy while interacting with all content across areas listed in the "Scope of this Document" chapter.</p> <p>The Docebo platform does not impede the use of standard privacy controls alongside assistive technologies and does not track individuals using assistive technologies. Users can connect headphones to listen privately to screen reader announcements, ensuring their interactions remain confidential. This commitment to privacy helps create a secure environment for all users, including those with disabilities.</p>

Chapter 5: [Generic Requirements \(opens in a new tab\)](#)

Notes: Not Applicable

Chapter [6: ICT with Two-Way Voice Communication \(opens in a new tab\)](#)

Notes: Not Applicable

Chapter [7: ICT with Video Capabilities \(opens in a new tab\)](#)

Notes: Not Applicable

Chapter [8: Hardware \(opens in a new tab\)](#)

Notes: Not applicable - The Docebo learning platform does not include hardware

Chapter [9: Web \(opens in a new tab\)](#)

Notes: Partially Supported - For more details refer to the [WCAG 2.1 Report](#).

Chapter [10: Non-Web Software \(opens in a new tab\)](#)

Notes: Not Applicable

Chapter [11: Software \(opens in a new tab\)](#)

Notes: Not Applicable - The Docebo learning platform does not include any Software

Chapter [12: Documentation and Support Services \(opens in a new tab\)](#)

Notes: This report covers accessibility conformance for the Docebo learning platform and does not discuss Documentation or Support Services. Learner documentation is available in the form of a [learner guide](#). At the moment, this guide is partially accessible, but Docebo is working in this direction.

Chapter [13: ICT Providing Relay or Emergency Service Access \(opens in a new tab\)](#)

Notes: Does not applicable

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