



Docebo Accessibility Conformance Report (ACR)

Docebo platform - E-commerce and purchase modules (VPAT)

International Edition - (Based on VPAT® Version 2.5)

- **Name of product/version:** Docebo platform version 2026.2.0
- **Report date:** February 2, 2026
- **Document version:** 1.1
- **Product Description:** Docebo is a cloud-based, AI-powered Learning Management System (LMS) designed for organizations to deliver, manage, and measure training programs at scale. It supports both internal (employee onboarding, compliance, skills development) and external (customer, partner, reseller) learning use cases.

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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 platform.

This Docebo Accessibility Conformance Report applies only to the course purchasing experience for learners. Accessibility considerations focus exclusively on how learners interact with the platform when browsing, selecting, and purchasing courses. This report does not cover accessibility aspects related to content providers or platform administrators. Learner features that fall outside of the purchasing workflow are explicitly excluded from this assessment. Accessibility enhancements have been implemented for Docebo 7.0 and are not available in Docebo 6.9.

For more information about the other areas included in Docebo's accessibility scope, refer to the [Accessibility resources and support article in the Docebo knowledge base](#).

This conformance assessment is based on an audit conducted by [UsableNet](#), combined with Docebo's internal analysis, and applies to the following platform pages or areas:

Layout

- *Your shopping cart* icon in the header of the platform
- *My training credits* popover
- *Training credit shop* popover
- *Go to cart* link

Course catalog with on sale courses/on sale content cards

- *Public catalog* page (external catalog)
- *Course catalog* page (internal catalog)

Course overview page

- E-learning courses
- Instructor-Led Training (ITL) courses
- Learning plans

Training credit pages

- *Training credit shop page*
- *Your training credit wallet page*

Shopping cart

- *Your shopping cart page*
- *Order confirmation page*
- *Order details page*

Notes

Please note that Docebo is not responsible for:

- Any changes applied to colors via custom CSS or via the [Configure branding and look menu](#) of the platform.
- The content authors' actions and the content they create or upload.

Docebo is a web-based platform that is accessed only through a standard web browser.

This accessibility conformance report applies only to the web application. Native applications, standalone electronic documents, and authoring tools as defined by the VPAT, are not included in the platform and are outside the scope of this conformance report.

Integrations

For information related to the accessibility of third-party payment methods and integrations, please refer to the following official documentation:

Integrations	References
Ayden payment method	Accessibility Adyen Docs , and Adyen Checkout Web – Accessibility Conformance Report WCAG Edition
PayPal	How does PayPal provide accessible services to people with access needs? PayPal SM
Stripe (SCA):	Accessibility for online shops in Germany Stripe and Stripe Support

Integrations	References
Cybersource	Support Cybersource
Authorize	Authorize.net Support Center

Evaluation methods used

- **TBT** (Tool-Based Testing): [UsableNet AQA](#) automatic evaluations
- **ATP** (Assistive Technology Previews): [UsableNet AQA](#) tools helping manual tests grayscale, text spacing, accessibility labels
- **MAT** (Manual Accessibility Testing): 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 2.2 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 2.2 Success Criteria, the scope covers full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Success summary

This report confirms full compliance with all 55 WCAG 2.2 AA Success Criteria. Our internal tracking also includes the deprecated *Parsing* criterion, bringing the total to 56 items.

A detailed compliance snapshot is provided for each WCAG version, allowing clients to see the status relevant to specific legislative requirements. In the tables below, the WCAG Guidelines version column indicates the version in which each criterion was introduced.

Remember that the criteria are carried over from one version to the next.

WCAG (Guidelines version)	Supports (A AA Criteria)	Partially supports (A AA Criteria)	Does not support (A AA Criteria)	Not applicable (A AA Criteria)	Not evaluated (AAA Criteria)	Total (Evaluated)
2.2	34	14	0	8	31	56
2.1	30	14	0	6	28	50
2.0	23	9	0	6	23	38

Table 1: Success criteria, level A

WCAG 2.2 success criteria, level A

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
2.0	<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) 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' meaningful non-text content is presented to the user with a text alternative that serves an equivalent purpose. Decorative non-text content is appropriately hidden from assistive technologies across all the areas listed in the Scope of this document chapter.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none"> On <i>Your shopping cart</i> page, some form controls do not have an accessible name <p>Thumbnails and header images are decorative elements implemented as background, making them invisible to screen readers in all the areas listed in the Scope of this document chapter.</p>

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
	<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.0	<p>1.2.1 Audio-only and Video-only (Prerecorded) - (Level A)</p> <p>Also applies to:</p> <p>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) 	Not applicable	The Docebo platform does not provide prerecorded audio-only or prerecorded video-only media in all the areas listed in the Scope of this document chapter.
2.0	<p>1.2.2 Captions (Prerecorded) - (Level A)</p> <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) 	Not applicable	The Docebo platform does not provide prerecorded audio content across all the areas listed in the Scope of this document chapter.

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
	<ul style="list-style-type: none"> 11.1.2.2 (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) 		
2.0	1.2.3 Audio Description or Media Alternative (Prerecorded) - (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	The Docebo platform does not provide prerecorded videos across all the areas listed in the Scope of this document chapter.
2.0	1.3.1 Info and Relationships - (Level A) Also applies to:	Partially supports	Generally, the Docebo platform uses standard HTML and WAI-ARIA attributes across all the areas listed in the Scope

WCAG version	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>of this document chapter. Information, structure, and relationships conveyed through the visual presentation are programmatically determined or are available in text form.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none"> ● In the <i>Course catalog</i> pages: <ul style="list-style-type: none"> ○ The cards implementation can cause accessibility issues ○ Some headings' roles have the wrong aria-level attribute ○ Incorrect child element in list. ○ Search landmark name is redundant ○ WAI-ARIA list roles have prohibited child roles. ● In the <i>Training credit shop</i> page, the list element is missing. ● In the <i>Your training credit wallet</i> page: <ul style="list-style-type: none"> ○ Some elements with aria-controls and aria-describedby attributes refer to a missing element. ○ Tab panels are not implemented correctly. ● In the <i>Courses overview</i> pages: <ul style="list-style-type: none"> ○ WAI-ARIA list role has prohibited child roles ● In the <i>Your shopping cart</i> page. <ul style="list-style-type: none"> ○ An input has an empty accessible name given by an empty associated label. ○ The WAI-ARIA grid role does not have an accessible name ○ The WAI-ARIA region role does not have an

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
			<p>accessible name</p> <ul style="list-style-type: none"> • In <i>Order confirmation</i>: <ul style="list-style-type: none"> ○ Non-visible containers are read by screen readers. ○ The order of headings is not correct. • In <i>Order details</i>: <ul style="list-style-type: none"> ○ Element with heading role has wrong aria-level attribute. ○ Non-visible containers are read by screen readers. ○ WAI-ARIA grid role does not have an accessible name. ○ The WAI-ARIA heading role does not have an accessible name or has an empty reference, and owned elements do not match the menu items.
2.0	<p>1.3.2 Meaningful Sequence - (Level A)</p> <p>Also applies to:</p> <p>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>	Partially supports	<p>Generally, the Docebo platform provides content in a meaningful sequence across all the areas listed in the Scope of this document chapter.</p> <p>However, there is an exception: In the <i>Course catalog</i> page, content order is not in a meaningful sequence.</p>

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
	<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.0	<p>1.3.3 Sensory Characteristics - (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (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>The Docebo platform does not rely on color as the sole visual means to convey information, indicate actions, prompt responses, or differentiate visual elements across all the areas listed in the Scope of this document chapter.</p> <p>Docebo is not responsible for the content authors' actions and the content they create or upload. Refer to the Docebo knowledge base for more details.</p>
2.0	<p>1.4.1 Use of Color - (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.1 (Web) 10.1.4.1 (Non-web document) 11.1.4.1 (Open Functionality Software) 11.1.4.1 (Closed Software) 	Supports	<p>Generally, the Docebo platform does not rely on color as the sole visual means to convey information, indicate actions, prompt responses, or differentiate visual elements across all the areas listed in the Scope of this document chapter.</p> <p>Docebo is not responsible for:</p> <ul style="list-style-type: none"> Any changes applied to colors via custom CSS or via

WCAG version	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>the Configure branding and look menu of the platform.</p> <ul style="list-style-type: none"> The content authors' actions and the content they create or upload. Refer to the Docebo knowledge base for more details.
2.0	<p>1.4.2 Audio Control - (Level A)</p> <p>Also applies to:</p> <p>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) 	Supports	<p>Generally, the Docebo platform does not include content that plays automatically across all the areas listed in the Scope of this document chapter.</p> <p>However, the content author can turn on the autoplay media options.</p> <p>Docebo is not responsible for the content authors' actions and for the content they create or upload. Refer to the Docebo knowledge base for more information.</p>
2.0	<p>2.1.1 Keyboard - (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) 	Partially supports	<p>Generally, the content available in the Docebo platform is operable through keyboard navigation across all the areas listed in the Scope of this document chapter.</p>

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
	<ul style="list-style-type: none"> 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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<p>However, there is an exception: In the <i>Your shopping cart</i> page, the grid widget does not support proper arrow navigation.</p> <p>Docebo is not responsible for the content authors' actions and for the content they create or upload. Refer to the Docebo knowledge base for more information.</p>
2.0	<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) <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 platform ensures that users can navigate all interactive elements using only the keyboard and are not trapped in any parts of the interface across all the areas listed in the Scope of this document chapter.</p>

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
2.1	<p>2.1.4 Character Key Shortcuts - (Level A, 2.1 and 2.2)</p> <p>Also applies to:</p> <p>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>Generally, the Docebo platform does not use single-character key shortcuts that could interfere with standard keyboard actions or cause unintended behavior across all the areas listed in the Scope of this document chapter.</p>
	<p>2.2.1 Timing Adjustable - (Level A)</p> <p>Also applies to:</p> <p>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) ● 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 does not contain any tasks or content that is time-sensitive or requires time adjustments across all the areas listed in the Scope of this document chapter.</p> <p>However, there is an exception: The toast notification message disappears automatically.</p>

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
2.0	<p>2.2.2 Pause, Stop, Hide - (Level A)</p> <p>Also applies to:</p> <p>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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	The Docebo platform does not provide moving, blinking, scrolling or auto-updating information across all the areas listed in the Scope of this document chapter.
2.0	<p>2.3.1 Three Flashes or Below Threshold - (Level A)</p> <p>Also applies to:</p> <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>	Supports	

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
	<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.0	<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> <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 	Supports	
2.0	<p>2.4.2 Page Titled - (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.2 (Web) 	Partially supports	Generally, the Docebo platform provides a proper page title for all the platform pages across all the areas listed in the Scope of this document chapter.

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
	<ul style="list-style-type: none"> 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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<p>However, there is an exception: The page title is empty in the <i>Course catalog</i>, the <i>My training credits</i>, and the <i>Your training credit wallet</i> pages.</p>
2.0	<p>2.4.3 Focus Order - (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 	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 across all the areas listed in the Scope of this document chapter.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none"> In the <i>Course catalog</i> and the <i>Your shopping cart</i> pages: <ul style="list-style-type: none"> Focusable components do not receive focus in an order that preserves meaning and operability. In the <i>Course overview</i> pages: <ul style="list-style-type: none"> The focus order does not reflect the aria-modal="true" implementation.

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
2.0	<p>2.4.4 Link Purpose (In Context) - (Level A)</p> <p>Also applies to:</p> <p>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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
2.1	<p>2.5.1 Pointer Gestures - (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>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	

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
2.1	<p>2.5.2 Pointer Cancellation - (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	
2.1	<p>2.5.3 Label in Name - (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>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) <p>Revised Section 508 – Does not apply</p>	Partially supports	<p>Generally, the Docebo platform uses the same words to visually label a component and to define that component programmatically across all the areas listed in the Scope of this document chapter.</p> <p>However, there is an exception: In the <i>My training credit shop</i> and <i>Your shopping cart</i> pages, the accessible name of some elements does not contain the visible label.</p>
2.1	<p>2.5.4 Motion Actuation - (Level A 2.1 and</p>	Supports	

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
	<p>2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 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) <p>Revised Section 508 – Does not apply</p>		
2.0	<p>3.1.1 Language of Page - (Level A)</p> <p>Also applies to:</p> <p>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	

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
2.0	3.2.1 On Focus - (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	
2.0	3.2.2 On Input - (Level A) Also applies to: <ul style="list-style-type: none"> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply 	Supports	
2.2	3.2.6 Consistent Help - (Level A 2.2 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 	Supports	

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
	<ul style="list-style-type: none"> 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) 		
2.0	3.3.1 Error Identification - (Level A) Also applies to: EN 301 549 Criteria <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) 	Supports	
2.0	3.3.2 Labels or Instructions - (Level A)	Supports	The Docebo platform provides labels and instructions that

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
	<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.2 (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) 		visually identify each component, with matching programmatically associated labels, across all the areas listed in the Scope of this document chapter.
2.2	<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	
2.0	<p>4.1.1 Parsing - (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</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 and the WCAG 2.1 Editorial Errata .

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
	<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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.0	<p>4.1.2 Name, Role, Value - (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.2 (Web) 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Partially supports	<p>Generally, the Docebo platform enables Assistive Technologies (AT) to retrieve information about the user interface controls, activate or modify them, and remain informed about their current status, in the content across all the areas listed in the Scope of this document chapter.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none"> In the <i>Course catalog</i>, the <i>Training credit shop</i>, the <i>Your training credit wallet</i>, the <i>Course overview</i>, the <i>Order confirmation</i>, and the <i>Order details</i> pages, some form controls lack proper accessible names or are not correctly managed.

WCAG version	Criteria	Conformance Level	Docebo Remarks and Explanations
	<ul style="list-style-type: none"> 602.3 (Support Docs) 		

Table 2: Success criteria, level AA

WCAG 2.2 Success criteria, level AA

WCAG	Criteria	Conformance Level	Remarks and Explanations
2.0	<p>1.2.4 Captions (Live) - (Level AA)</p> <p>Applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 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) 	Not applicable	The Docebo platform does not provide live audio content across all the areas listed in the Scope of this document chapter.
2.0	<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) 	Not applicable	The Docebo platform does not provide prerecorded videos across all the areas listed in the Scope of this document chapter.

WCAG	Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> 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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.1	1.3.4 Orientation - (Level AA 2.1 and 2.2) Applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply	Supports	
2.1	1.3.5 Identify Input Purpose - (Level AA 2.1 and 2.2) Applies to: EN 301 549 Criteria <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) 	Partially supports	<p>Generally, the Docebo platform supports the identification of input purposes to clarify expected meanings for form data fields across all the areas listed in the Scope of this document chapter.</p> <p>However, there is an exception: In the <i>Your shopping cart</i> page, the purpose of the input field collecting information</p>

WCAG	Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> 11.1.3.5.2 (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>		about the user is not programmatically determined.
2.0	<p>1.4.3 Contrast (Minimum) - (Level AA) 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 designed to ensure an accessible and usable experience for all users. The platforms activated before May 25, 2021, can be configured to use the accessible set of colors as described in the Docebo knowledge base.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none"> The color of some buttons on hover and focus states lacks sufficient contrast between the new background and the white text. Some form control components do not have a specified background. <p>Docebo is not responsible for any changes applied to colors via custom CSS or the platform's Configure branding and look menu.</p>
2.0	<p>1.4.4 Resize text - (Level AA) Applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.4 (Web) 	Supports	

WCAG	Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> 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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.0	1.4.5 Images of Text - (Level AA) Applies to: EN 301 549 Criteria <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) 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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	
2.1	1.4.10 Reflow - (Level AA 2.1 and 2.2) Applies to:	Partially supports	Generally, the Docebo platform includes content without loss of information or functionality with

WCAG	Criteria	Conformance Level	Remarks and Explanations
	EN 301 549 Criteria <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) Revised Section 508 – Does not apply		<p>one-dimensional scrolling, and without requiring scrolling in two dimensions across all the areas listed in the Scope of this document chapter.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none"> On <i>Your training credit wallet</i> pages, the reflow is not working properly. <p>Docebo is not responsible for the content authors' actions and for the content they create or upload. Refer to the Docebo knowledge base for more information.</p>
2.1	<p>1.4.11 Non-text Contrast - (Level AA 2.1 and 2.2)</p> <p>Applies to:</p> EN 301 549 Criteria <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) Revised Section 508 – Does not apply	Partially supports	<p>Generally, the Docebo platform ensures that non-text elements maintain sufficient contrast with the background, in compliance with the requirements of criterion 1.4.11, without compromising information or functionality in the areas listed in the Scope of this document.</p> <p>However, in the <i>Training credit shop</i> and <i>Your training credit wallet</i> pages, the contrast ratio of some User Interface components is not sufficient.</p>
2.1	<p>1.4.12 Text Spacing - (Level AA 2.1 and 2.2)</p> <p>Applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 	Supports	

WCAG	Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> 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) Revised Section 508 – Does not apply		
2.1	<p>1.4.13 Content on Hover or Focus - (Level AA 2.1 and 2.2)</p> <p>Applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.13 (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) Revised Section 508 – Does not apply	Partially supports	<p>Generally, the Docebo platform ensures that content activated by hover or focus is visible and easily accessible across all the areas listed in the Scope of this document chapter.</p> <p>However, there is an exception: The tooltip component is not perceivable on hover or focus.</p>
2.0	<p>2.4.5 Multiple Ways - (Level AA)</p> <p>Applies to:</p> <p>EN 301 549 Criteria</p> <ul 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 11.2.4.5 (Closed Software) – Does not 	Supports	

WCAG	Criteria	Conformance Level	Remarks and Explanations
	apply <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) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
2.0	<u>2.4.6 Headings and Labels</u> - (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>Generally, the Docebo platform ensures that headings and labels are clear and descriptive across all the areas listed in the Scope of this document chapter.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none"> In the <i>Training credit shop</i> and the <i>Order details</i> pages, some headings are empty. In the <i>Your shopping cart</i> page there is an empty button.
2.0	<u>2.4.7 Focus Visible</u> (Level AA) Also applies to:	Partially supports	<p>Generally, the Docebo platform ensures that the focus indicator is visible and easily identifiable across all the areas listed in the Scope of this document chapter.</p>

WCAG	Criteria	Conformance Level	Remarks and Explanations
	EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		However, there is an exception: On the <i>Training credit shop</i> and the <i>Order details</i> pages, the focus indicator for the <i>Read the Terms and conditions</i> link is not visible.
2.2	2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.2	2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	The Docebo platform does not require dragging movements. Therefore, this criterion is not applicable in all the areas listed in the Scope of this document chapter.
2.2	2.5.8 Target Size (Minimum) - (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	

WCAG	Criteria	Conformance Level	Remarks and Explanations
2.0	<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) 	Partially supports	<p>Generally, the Docebo platform ensures that the language of different content areas is correctly identified across all the areas listed in the Scope of this document chapter.</p> <p>However, there is an exception: In all the learning areas, content titles do not have the <i>lang</i> attribute, and the pages do not clearly identify or specify linguistic changes.</p>
2.0	<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) 	Supports	

WCAG	Criteria	Conformance Level	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) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
2.0	3.2.4 Consistent Identification - (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <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 	Supports	The Docebo platform ensures that elements are consistently identified across all the areas listed in the Scope of this document chapter.
2.0	3.3.3 Error Suggestion - (Level AA)	Supports	

WCAG	Criteria	Conformance Level	Remarks and Explanations
	EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
2.0	3.3.4 Error Prevention (Legal, Financial, Data) - (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	

WCAG	Criteria	Conformance Level	Remarks and Explanations
2.2	3.3.8 Accessible Authentication (Minimum) - (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	The Docebo platform does not include authentication forms in all the areas listed in the Scope of this document chapter. The criterion is supported for the other learner areas in scope. Refer to the Docebo Accessibility Conformance Report - Public areas, login process, and built-in pages .
2.1	4.1.3 Status Messages - (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply	Partially supports	<p>Generally, the Docebo platform ensures that status messages are clearly communicated and easily perceivable across all the areas listed in the Scope of this document chapter.</p> <p>However, there is an exception: Some status messages are missing or not valid.</p>

Table 3: Success criteria, level AAA

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.

Revised Section 508 Report

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 \(FPC\)](#)

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Partially supports	<p>Generally, the Docebo platform ensures that blind users can effectively navigate and interact with all the content in the areas listed in the Scope of this document chapter.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none">• As noted in 1.1.1 Non-Text Content, some elements do not have alternative text.• As noted in 1.3.1 Info and Relationships, the relationships between the elements are sometimes not programmatically determined.
302.2 With Limited Vision	Partially supports	<p>Generally, the Docebo platform ensures that users with low vision can effectively navigate and interact with all the content in the areas listed in the Scope of this document chapter.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none">• As noted in 1.4.3 Contrast (minimum), some textual elements do not have enough contrast with the background.• As noted in 1.4.11 Non-text Contrast, some non-textual informative elements do not have enough contrast with the background. <p>Docebo is not responsible for any changes applied via custom CSS or via the Configure branding and look menu of the platform.</p>

302.3 Without Perception of Color	Supports	<p>The Docebo platform ensures that users who cannot perceive color can effectively navigate and interact with all the content in the areas listed in the Scope of this document chapter.</p> <p>Docebo is not responsible for any changes 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 is usable by users who cannot hear across all the areas listed in the Scope of this document chapter.</p> <p>Docebo is not responsible for the content authors' actions and the content they create or upload. For more details, refer to the Writing accessible and effective content article of the Docebo knowledge base.</p>
302.5 With Limited Hearing	Supports	<p>The Docebo platform ensures that users with limited hearing can effectively navigate and interact with all the content in the areas listed in the Scope of this document chapter.</p> <p>Docebo is not responsible for the content authors' actions and the content they create or upload.</p> <p>For more details, refer to the Writing accessible and effective content article of the Docebo knowledge base.</p>
302.6 Without Speech	Supports	<p>The Docebo platform does not require the use of speech hearing in the areas listed in the Scope of this document chapter.</p>
302.7 With Limited Manipulation	Partially supports	<p>Generally, the Docebo platform is usable by users with limited manipulation. Most functions are designed to avoid simultaneous actions or significant hand strength in the areas listed in the Scope of this document chapter.</p>

		<p>However, there are exceptions:</p> <ul style="list-style-type: none"> • As noted in 2.1.1 Keyboard, some functionalities cannot be activated using the keyboard alone. • As noted in 2.2.1 Timing Adjustable, some messages disappear automatically after a couple of seconds. • As noted in 2.4.3 Focus Order, the page focus is not properly set when some actions are performed
302.8 With Limited Reach and Strength	Partially supports	<p>Generally, the Docebo platform is usable by users with limited reach and strength. Most functions are designed to avoid simultaneous actions or significant hand strength in the areas listed in the Scope of this document chapter.</p> <p>However, there is an exception: As noted in 2.1.1 Keyboard, some functionalities cannot be activated using the keyboard alone.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<p>The Docebo platform is usable by users with limited language, cognitive, and learning abilities in the areas listed in the Scope of this document chapter.</p>

Chapter 4: [Hardware](#)

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

Chapter 5: [Software](#)

Not applicable - The Docebo platform does not include any software.

Chapter 6: [Support Documentation and Services](#)

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.

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This evaluation applies solely to the website; therefore, references to other content types have been removed from the report. The product incorporates accessibility best practices that extend beyond WCAG requirements, and ongoing efforts are in place to further optimize the experience for users of assistive technologies and individuals with other disabilities.

Chapter 4: [Functional Performance Statements \(FPS\)](#)

Criteria	Conformance level	Remarks and explanations
4.2.1 Usage without vision	Partially supports	<p>Generally, the Docebo platform ensures that blind users can effectively navigate and interact with all the content across 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">• As noted in 1.1.1 Non-Text Content, some elements do not have alternative text.• As noted in 1.3.1 Info and Relationships, relationships between the elements are sometimes not programmatically determined.
4.2.2 Usage with limited vision	Partially supports	<p>Generally, the Docebo platform ensures that users with low vision can effectively navigate and interact with all the content in all the areas listed in the Scope of this document chapter.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none">• As noted in 1.4.3 Contrast (minimum), some textual

		<p>elements do not have enough contrast with the background.</p> <ul style="list-style-type: none"> As noted in 1.4.11 Non-text Contrast, some non-textual informative elements do not have enough contrast with the background. <p>Docebo is not responsible for any changes 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 users who cannot perceive color can effectively navigate and interact with all the content in the areas listed in the Scope of this document chapter.</p> <p>However, there are some exceptions:</p> <ul style="list-style-type: none"> As noted in 1.4.1 Use of Color, some link elements are distinguishable from normal text only by a different color. As noted in 1.4.1 Use of Color, some colors inside images are used to convey information to the end user. <p>Docebo is not responsible for any changes applied via custom CSS or via the Configure branding and look menu of the platform.</p>
4.2.4 Usage without hearing	Supports	<p>The Docebo platform is usable by users without hearing in the areas listed in the Scope of this document chapter.</p> <p>Content authors are solely responsible for the accessibility of the content uploaded to the platform. Refer to the Docebo knowledge base for more details.</p>
4.2.5 Usage with limited hearing	Supports	<p>The Docebo platform is usable by users with limited hearing in areas listed in the Scope of this document chapter.</p>

		Content authors are solely responsible for the accessibility of the content uploaded to the platform. For more details, refer to the Writing accessible and effective content article of the Docebo knowledge base .
4.2.6 Usage with no or limited vocal capability	Supports	The Docebo platform does not require the use of speech hearing in the areas listed in the Scope of this document .
4.2.7 Usage with limited manipulation or strength	Supports	<p>Generally, the Docebo platform is usable by users with limited manipulation. Most functions are designed to avoid simultaneous actions or significant hand strength in the areas listed in the Scope of this document chapter.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none"> • As noted in 2.1.1 Keyboard, some functionalities cannot be activated using the keyboard alone. • As noted in 2.2.1 Timing Adjustable, some messages disappear automatically after a couple of seconds • As noted in 2.4.3 Focus Order, the page focus is not properly set when some actions are performed.
4.2.8 Usage with limited reach	Partially supports	<p>Generally, the Docebo platform is usable by users with limited reach. Most functions are designed to avoid simultaneous actions or significant hand strength in the areas listed in the Scope of this document chapter.</p> <p>However, there is an exception: As noted in 2.2.1 Timing Adjustable, some messages disappear automatically after a few seconds.</p>

4.2.9 Minimize photosensitive seizure triggers	Supports	<p>The Docebo platform does not contain any content that flashes in all the areas listed in the Scope of this document chapter.</p> <p>Docebo is not responsible for:</p> <ul style="list-style-type: none"> Any changes applied to colors via custom CSS or via the Configure branding look menu of the platform. The content authors' actions and the content they create or upload. Refer to the Docebo knowledge base for more information
4.2.10 Usage with limited cognition, language or learning	Partially supports	<p>Generally, the Docebo platform is usable by people with limited language, cognitive, and learning abilities in the areas listed in the Scope of this document chapter.</p> <p>However, there are some exceptions:</p> <ul style="list-style-type: none"> As noted in 3.2.2 On Input, in the "Choose Experience" page, a form is automatically submitted on input. As noted in 3.1.1 Language of Page, the language is not properly set in the "Single Catalog" page.
4.2.11 Privacy	Supports	<p>The Docebo platform does not ask for or display legal, financial, or personal data in all the areas listed in the Scope of this document chapter.</p>

Chapter [5: Generic requirements](#)

Not applicable

Chapter [6: ICT with Two-Way Voice Communication](#)

Not applicable

Chapter [7: ICT with Video Capabilities](#)

Not applicable

Chapter [8: Hardware](#)

Not applicable - The Docebo platform does not include hardware.

Chapter [9: Web](#)

Partially supported - For more details, refer to the [WCAG 2.2 report section](#).

Chapter [10: Non-Web Software](#)

Not applicable

Chapter [11: Software](#)

Not applicable - The Docebo platform does not include any software.

Chapter [12: Documentation and Support Services](#)

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. End-users with disabilities can open support requests directly at accessibility@docebo.com.

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Not applicable

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