

Headspace iOS Application Accessibility Conformance Report

WCAG Edition

(Based on VPAT[®] Version 2.5)

Name of Product/Version:

Headspace iOS Mobile Application Version 3.322.0

Report Date:

June 27, 2024

Product Description:

Headspace is a global leader in mindfulness and well-being, offering a range of consumer- and enterprise-focused tools for managing stress, sleep, and focus.

Contact Information:

For any questions about the accessibility of this application, please contact help@headspace.com.

Notes:

Perkins Access previously published an Accessibility Conformance Report (WCAG Edition) on February 25, 2022. This report has been updated to reflect changes to the application. The ChatBot provided the Support section within Settings, was not evaluated.

Evaluation Methods Used:

[Perkins Access](#), an independent accessibility consulting division of [Perkins School for the Blind](#), was contracted by [Headspace](#) to test the product and document their findings in this VPAT. Perkins Access accessibility consultants thoroughly reviewed the Headspace application (Application Version: 3.322.0 (239532) + 6.0.0 + 0.0.0) for conformance to the Web Content Accessibility Guidelines 2.1 Level A and Level AA. Testing was done on iOS (software version 15.4), using the iOS accessibility options including: VoiceOver, Zoom, Display and text size, Motion, Subtitles and captions, and Audio descriptions.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (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 (No) Level AA (No) Level AAA (No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

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

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	All non-text content that is presented to the user in the application has a text alternative that serves an equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	<p>The application does not have prerecorded video-only content.</p> <p>The application provides an alternative (captions) that presents equivalent information for prerecorded audio-only content.</p> <p>Note that captions are not always available when audio descriptions are enabled.</p>
1.2.2 Captions (Prerecorded) (Level A)	Supports	<p>The application provides captions for prerecorded audio content in synchronized media.</p> <p>Note that captions are not always available when audio descriptions are enabled.</p>
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Partially Supports	The majority of the synchronized media found in the application has audio descriptions that can be turned on via the accessibility settings within the application, with the exception of some videos.
1.3.1 Info and Relationships (Level A)	Partially Supports	<p>Most information in the platform that is conveyed through presentation can be programmatically determined, with the following exceptions:</p> <ul style="list-style-type: none"> • Some content that is styled and functions as a heading is not conveyed as a heading programmatically. • The My Progress chart relies on visual presentation for understanding. • Tooltip content is not accessible to VoiceOver users. • Some blocks of content are improperly grouped and do not convey their meaning to VoiceOver users. <p>Note: On some screens, the VoiceOver rotor will not detect headings that are positioned below the fold or outside of the current viewport.</p>

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Supports	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions provided for understanding and operating the application do not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A)	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A)	Supports	The application does not contain any audio that plays automatically for more than 3 seconds. It also provides a mechanism to pause or stop the audio, and a mechanism to control audio volume independently from the overall system volume level.
2.1.1 Keyboard (Level A)	Partially Supports	<p>All user interface controls in the application are operable when using an externally connected keyboard, with the following exceptions:</p> <ul style="list-style-type: none"> • Additional option menus associated with individual activities on the "Today" screen. • Separate buttons that are improperly grouped, blocking keyboard users from navigating to the individual items.
2.1.2 No Keyboard Trap (Level A)	Supports	If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	The application does not use single-key shortcuts that require a mechanism to remap or to turn off.
2.2.1 Timing Adjustable (Level A)	Supports	Any time limits implemented by the application far exceed 20 hours.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The application has animations and video previews that play automatically. These can be disabled by turning on the Reduce Motion setting within the iOS accessibility settings for Motion.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The application does not have flashing content.
2.4.1 Bypass Blocks (Level A)	Not Applicable	The application is not web-based.
2.4.2 Page Titled (Level A)	Not Applicable	The application is not web-based.
2.4.3 Focus Order (Level A)	Supports	The application's focusable components receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of links in the application can be determined from the link text alone or from the link text together with its programmatically determined link context.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	The application does not rely on multipoint (such as pinch zoom) or path-based (such as swipe) gestures to operate.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Functionality in the application does not execute on a down event (such as tap down).
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	All user interface controls in the application that have accessible names / labels contain the same text as the component's visible label, where applicable, with one exception. The accessible name of the password field for creating an account does not contain the exact contents of the visible label.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	The application does not include functionality that can be operated by device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	The default human language used in the application can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	When user interface controls in the application receive focus, they do not result in a change of context as defined by WCAG.
3.2.2 On Input (Level A)	Supports	When user interface controls in the application receive input, they do not initiate a change of context.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A)	Partially Supports	<p>If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text immediately following the input, except for the following instances:</p> <ul style="list-style-type: none"> • On the login and account creation forms, some error messages are shown visually but are not announced by VoiceOver.
3.3.2 Labels or Instructions (Level A)	Partially Supports	<p>Sufficient labels or instructions are provided when content requires user input, except for the following instances:</p> <ul style="list-style-type: none"> • A small number of toggle buttons within the account settings are not explicitly grouped with the label that immediately precedes them in the reading order. • When creating an account, the terms and conditions checkbox is identified by VoiceOver as an unlabeled button. Additionally, the element does not indicate that it is required, either visually or programmatically. • Some required fields are not indicated as such, either visually or programmatically, until after an error occurs.
4.1.1 Parsing (Level A)	Not Applicable	<p>The application is not implemented using markup languages.</p> <p>Note: For WCAG 2.0 and 2.1, 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.</p>

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Supports	<p>The name and role for user interface controls in the application can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies, with the following exceptions:</p> <ul style="list-style-type: none"> • When creating an account, the terms and conditions checkbox is identified as an unlabeled button element. • On the user screen, the state of the run streak button depicted as an eye icon. Also, the state of the different progress categories that precede the My progress chart.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The application does not have synchronized media with live audio content that would require captions.
1.2.5 Audio Description (Prerecorded) (Level AA)	Partially Supports	The majority of the synchronized media found in the application has audio descriptions that can be turned on via the accessibility settings within the application, with the exception of some videos.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Content in the application does not restrict its view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	The purpose of each input field collecting information about the user can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	<p>The visual presentation of text and images of text in the application have a contrast ratio of at least 4.5:1 with surrounding colors, with the following exceptions:</p> <ul style="list-style-type: none"> • White text that does not have sufficient contrast with background colors such as light blue and orange. • Dark text that appears at the top of videos when viewed in landscape orientation.
1.4.4 Resize text (Level AA)	Supports	Text can be resized up to 190% through the iOS Text Size settings without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Supports	The application uses machine-readable text to convey information rather than images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	Content in the application is presented without loss of information or functionality, and without requiring scrolling in two dimensions. However, in some instances, text may become truncated, leading to a loss of meaning.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	<p>The visual presentation of user interface components and graphical objects in the application have a contrast ratio of at least 3:1 with surrounding colors, with the following exceptions:</p> <ul style="list-style-type: none"> • The borders of several input fields do not have enough contrast with the surrounding backgrounds. • White icons lack sufficient contrast against background colors like light blue and orange.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The application inherits the Display & Text formatting options configured in the iOS Accessibility settings.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	The application does not have any content where keyboard focus triggers additional content.
2.4.5 Multiple Ways (Level AA)	Supports	Although the application is not web-based, it does provide search functionality that can be accessed from all of the main landing screens.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels that describe the topic or purpose of content and controls are present in the application.
2.4.7 Focus Visible (Level AA)	Supports	The keyboard focus indicator is visible on all user interface components within the application.
3.1.2 Language of Parts (Level AA)	Supports	The human language of each passage or phrase in the content found in the application can be programmatically determined.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational elements that are repeated throughout screens in the application occur in the same relative order each time they are repeated.
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality within the application are identified consistently.
3.3.3 Error Suggestion (Level AA)	Supports	Suggestions are provided to the user if an input error is automatically detected and suggestions for correction are known.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The platform has a way to reverse changes to user-controllable data in data storage systems.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.