Headspace Web Application
Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

Headspace Web Application (my.headspace.com)

Report Date:

June 28, 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 June 15, 2022. This report has been updated to reflect changes to the Web application. Pages outside of the my.headspace.com domain, including the login and account creation pages hosted on headspace.com, and pages hosted on webviews.headspace.com, were 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 ACR. Perkins Access accessibility consultants thoroughly reviewed the Headspace Web application for conformance to the Web Content Accessibility Guidelines 2.1 Level A and Level AA using Windows 10/Chrome/JAWS 2023, iPhone 14 Pro & iPhone 12 mini, iOS/Safari/VoiceOver and other accessibility features and technologies built into these operating systems.

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	The application does not have prerecorded video-only content. The application provides closed captions that presents equivalent information for prerecorded audio-only content. Captions can be turned on via the audio player. An option is also available on the settings page to turn on closed captions by default for all supported content. Note that captions are not always available when audio descriptions are enabled.
1.2.2 Captions (Prerecorded) (Level A)	Supports	The application provides captions for prerecorded audio content in synchronized media. Note that captions are not always available when audio descriptions are enabled.
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)	Supports	Information that is conveyed through presentation in the application can be programmatically determined.
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.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A)	Not Applicable	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)	Supports	All user interface controls in the application are operable when using a keyboard interface.
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. These can be disabled by adjusting operating system settings that communicate to the browser a user's preference for a reduced-motion interface.
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)	Supports	A mechanism is available to bypass blocks of content that are repeated on multiple Web pages in the application.
2.4.2 Page Titled (Level A)	Supports	The application's Web pages have titles that describe the topic or purpose of the page. Pages containing audio and video players have more generic titles, "Audio Player" and "Video Player."
2.4.3 Focus Order (Level A)	Supports	The application's focusable components receive focus in an order that preserves meaning and operability, with the following unique behaviors: • Static level one headings are included in the tab order. • When a new page loads, focus is automatically set to the level one heading on the page, which automatically bypasses the main navigation.

Criteria	Conformance Level	Remarks and Explanations
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 or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Functionality in the application can be operated using a single pointer, and the down-event of the pointer is not used to execute any functionality.
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.
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.
3.3.1 Error Identification (Level A)	Supports	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.
3.3.2 Labels or Instructions (Level A)	Supports	Sufficient labels or instructions are provided when content requires user input.
4.1.1 Parsing (Level A)	Supports	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.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Partially Supports	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: - The close buttons dialogs that appear when editing profile settings do not have accessible names. - At the bottom of top-level pages, there is a component that visually resembles a sticky tab bar. Although this component has an element with the role of "tablist," it lacks the necessary child elements with the role of "tab." Instead, it contains link elements that function as standard links.

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	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 exception: • White text does not have sufficient contrast with background colors such as light blue and orange.
1.4.4 Resize text (Level AA)	Supports	Text can be resized in the application up to 200% 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)	Partially Supports	Content is presented without loss of information or functionality, and without requiring scrolling in two dimensions at a minimum width equivalent to 320 CSS pixels and at a minimum height equivalent to 256 CSS pixels, with the following exception: • Dialogs used for editing profile information and learning about teachers have fixed positions causing some content to disappear offscreen. In some instances, this includes the button to close the dialog.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	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 exception: • Borders of input fields do not have enough contrast with the surrounding backgrounds. • The color used to indicate active screen/page in the bottom tab bar navigation. • Checkboxes, visually depicted as toggle switches, lack sufficient contrast with surrounding colors.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	No loss of content or functionality occurs by setting line spacing to at least 1.5 times the font size, spacing following paragraphs to at least 2 times the font size, letter spacing to at least 0.12 times the font size and word spacing to at least 0.16 times the font size.
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	The application provides more than one way is available to locate a Web page within a set of Web pages. It provides inks to navigate to related Web pages. It provides a search function to help users find content.
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.