SauceLabs

Preliminary Accessibility Report for Sauce Labs

August 19, 2024

Last revision: Sep 9, 2024

1. Executive Summary

This report describes the conformance of the Sauce Labs website with W3C's Web Content Accessibility Guidelines (WCAG). The review process is described in Section 4 below and is based on evaluation described in Accessibility Evaluation Resources.

Based on this evaluation, the Sauce Labs website is **close to meeting WCAG 2.2, Conformance Level AA**. Detailed review results are available in Section 5 below. Resources for follow-up study are listed in Section 6 below. Feedback on this evaluation is welcome.

2. Background about Evaluation

Conformance evaluation of web accessibility requires a combination of semi-automated evaluation tools and manual evaluation by an experienced reviewer. The evaluation results in this report are based on evaluation conducted on the following date(s): **14–20 Aug, 2024**. The website may have changed since that time.

3. Scope of Review

- **Name of website**: Sauce Labs Application
  - An application to perform manual tests, review test results and insights, or manage team and organization settings for testing purposes.
- **Base URL of site**: https://app.saucelabs.com/
- **URLs included in review**: Full list available here.
- All pages have been reviewed with a combination of manual and semi-automated evaluation tools.
- **URLs excluded from review**:

- ○ Pages that point to an alternative datacenter (such as *app.eu–central–1.saucelabs.com*, *app.us–east–4.saucelabs.com*), as they all use the same codebase.
  - ○ Subpages that are hidden behind tabs or majority of Insights reports, Live Testing session
- **Date, or range of dates, on which review conducted**: 14–20 Aug, 2024
- **Natural language(s) of website**: English
- **Name of reviewer or review team:** Marija Stupar, Principal Product Designer at Sauce Labs (email: marija.stupar@saucelabs.com)
  - ○ 5+ years of experience in the area of digital accessibility and sound knowledge of WCAG2.2 standard

4. Review Process

- Level of conformance tested: WCAG 2.2 Level AA
- Evaluation and validation tools used, and versions thereof:
  - ○ Google Lighthouse
  - ○ MacOS VoiceOver
  - ○ Keyboard testing
  - ○ Stark Contrast Checker
- Description of manual reviews:
  - ○ Keyboard navigation to interact with and access UI areas of interest
  - ○ Screen reader to get an understanding of the page content
  - ○ Contrast checks using Figma's Stark plugin

5. Results and Recommended Actions

Summary

The Sauce Labs website appears to be **close to meeting the WCAG 2.2 AA standards**, with the average score of pages tested through Lighthouse reaching **84/100 points, and with 90 defects found in total across 14 pages tested**.

Summarized, the state of the Sauce Labs App is:
- The majority of components designed adhere to the WCAG 2.2 AA rules. However simple color adjustments to UI elements such as Badges, and interventions in the

main navigation would significantly improve the scores and the number of errors found across all pages.

- Parts of the UI such as Live Testing (device selection), Insights or Tunnel Proxies do not adopt new components so these areas lack good keyboard navigation and screen reader context, and suffer from the biggest contrast issues. A broader adoption of more modern filters and form fields would greatly improve the scores for these pages.
- While features such as Voiceover and TalkBack exist for real devices, switching between navigating the Sauce Labs UI and the content of applications under test can be challenging.
- Adding aria descriptors to more places and using native HTML elements for forms, buttons, and navigation would improve the screen-reader experience.
- While react-area and ESLint checks are in place on the front-end, there is a lack of tools to automatically measure the effectiveness of the a11y implementation for the entire application when deploying.

Detailed results, according to WCAG 2.2

Sign In Page

URL: https://accounts.saucelabs.com/

Overall score (Lighthouse): **96**

Issues uncovered:

❌ **3.1.1** <html> element does not have a [lang] attribute. Learn more
- The page should have the default language assigned as "en"

Manual checklist:

❌ **2.1.1** Interactive controls are keyboard focusable. Learn more
- The "Remember username" is not displaying the focus state.

✔ **1.4.13** Interactive elements indicate their purpose and state

✔ **2.4.3** The page has a logical tab order

✔ **1.3.2** Visual order on the page follows DOM order

✔ **2.1.2** User focus is not accidentally trapped in a region

✔ **1.3.1** Offscreen content is hidden from assistive technology

✔ **3.3.2** Custom controls have associated labels

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Automated / Test Results page

URL: https://app.saucelabs.com/dashboard/tests

Overall score (Lighthouse): 83

Issues uncovered:

❌ **1.4.3** Background and foreground colors do not have a sufficient contrast ratio. Learn more

 – As visible in: Team selector, "New" Badge, Build badge.

❌ **2.4.4** Links do not have a discernible name. Learn more

 – The "Job Card" component is a link with a role of a button that serves as a list item on the page. List items should have unique names or the structure of the component should change.

❌ **1.3.1** Lists do not contain only ‹li› elements and script supporting elements. Learn more

 – The "Skip to" part of navigation should nest ‹li› under ‹ol›, and not links directly

❌ **1.3.1** List items ‹li› are not contained within ‹ul›, ‹ol› or ‹menu› parent elements. Learn more

 – The "Team" selector should be inside the ‹ul›

Manual checklist:

❌ **2.1.1** Interactive controls are keyboard focusable. Learn more

 – The "Data Center" selector in the main navigation does not support keyboard navigation.

 – Cannot select the custom Timeframe range filter, can only enter one date or select from preset ranges.

✔ **1.4.13** Interactive elements indicate their purpose and state

❌ **2.4.3** The page has a logical tab order Learn more

 – The Filter Bar shows the Reset option ahead of any filter option (component issue)

✔ **1.3.2** Visual order on the page follows DOM order

✔ **2.1.2** User focus is not accidentally trapped in a region

✔ **3.2.1** The user's focus is directed to the new content (such as modals) added to the page

✔ **1.3.1** HTML5 landmark elements are used to improve navigation

✔ **1.3.1** Offscreen content is hidden from assistive technology

✔ **3.3.2** Custom controls have associated labels

✔ **4.1.2** Custom controls have aria roles

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Automated / Test Details

URL: https://app.saucelabs.com/tests/4db967866c1e4b418939d19ef26db014

Overall score (Lighthouse): 78

Issues uncovered:

❌ **4.1.2** Buttons do not have an accessible name Learn more
  – Add aria-label to icon buttons for Job History, Full Screen, Edit, Bottom panel expand

❌ **2.4.4** Links do not have a discernible name. Learn more
  – The Job History button should have aria-label

❌ **4.1.2** `button`, `link`, and `menuitem` elements do not have accessible names. Learn more
  – Add aria-label to commands (test steps) in the list

❌ **1.4.3** Background and foreground colors do not have a sufficient contrast ratio. Learn more
  – Commands Search placeholder (old component issue)
  – For selected commands, the blue color of icons & time links should be darker (blue-800)
  – All tabs in unselected state have too light grey font color (old component issue)

Manual checklist:

❌ **2.1.1** Interactive controls are keyboard focusable. Learn more
  – Cannot expand or collapse the job Commands list items (old component issue)
  – Cannot navigate to the point in a video based on the command timestamp
  – Cannot tab between tab items (Video, Screenshots, Logs, Metadata, Accessibility, …) (old component issue)
  – Cannot tab between screenshots in a gallery view
  – Cannot change log file from the dropdown under Logs (old component issue)
  – Cannot tab between options under Edit Test or Delete modal

✔ **1.4.13** Interactive elements indicate their purpose and state

❌ **2.4.3** The page has a logical tab order Learn more
  – Tabs on page are skipped

✔ **1.3.2** Visual order on the page follows DOM order

✔ **2.1.2** User focus is not accidentally trapped in a region

✔ **3.2.1** The user's focus is directed to the new content (such as modals) added to the page

✔ **1.3.1** HTML5 landmark elements are used to improve navigation

❌ **1.3.1** Offscreen content is hidden from assistive technology Learn more
  – The command Share option gets focused although it is not visible on page

❌ **3.3.2** Custom controls have associated labels Learn more

– Log and Command filters lack clear labels

❌ **4.1.2** Custom controls have aria roles [Learn more](#)

Automated / Builds

URL: https://app.saucelabs.com/dashboard/builds/vdc

Overall score: 88

Issues uncovered:

❌ **1.4.3** Background and foreground colors do not have a sufficient contrast ratio. [Learn more](#)

  – Blue color of the selected filters should be blue-700 (Old components issue)
  – Metadata text in build items should have medium-emphasis color (Old component issue)

Manual checklist:

❌ **2.1.1** Interactive controls are keyboard focusable. [Learn more](#)

  – Owner and Status filters are not accessible by using keyboard tab (Old component issue)

❌ **1.4.13** Interactive elements indicate their purpose and state [Learn more](#)

  – Filters do not change their focus or active states (Old component issue)

✔ **2.4.3** The page has a logical tab order

✔ **1.3.2** Visual order on the page follows DOM order

❌ **2.1.2** User focus is not accidentally trapped in a region [Learn more](#)

  – Filter dropdown is focusable as an isolated region. It should be part of the tabbing order (Old component issue)

✔ **1.3.1** Offscreen content is hidden from assistive technology

❌ **3.3.2** Custom controls have associated labels [Learn more](#)

  – The "Filter" label is a div, and it does not have the "for" attribute
  – The Virtual Cloud / Real devices radios do not have a label (Old component issue)

❌ **4.1.2** Custom controls have aria roles [Learn more](#)

  – Custom filter dropdowns should have aria-role assigned

App Management

URL: https://app.saucelabs.com/app-management

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Overall score (Lighthouse): 90

Issues uncovered:

Manual checklist:

✔ **2.1.1** Interactive controls are keyboard focusable

✘ **1.4.13** Interactive elements indicate their purpose and state [Learn more](#)
  - Info tooltips on page and inside table readers are not possible to interact with using keyboard

✔ **2.4.3** The page has a logical tab order

✔ **1.3.2** Visual order on the page follows DOM order

✘ **2.1.2** User focus is not accidentally trapped in a region [Learn more](#)
  - Navigating the table is possible, but it is not part of the general tab interaction cycle

✘ The user's focus is directed to the new content (such as modals) added to the page [Learn more](#)
  - It is not possible to select a button inside the App Delete modal, once it is opened

✔ **1.3.1** Offscreen content is hidden from assistive technology

✔ **3.3.2** Custom controls have associated labels

✔ **4.1.2** Custom controls have aria roles

App Management / App Details

URL: https://app.saucelabs.com/app-management

Overall score (Lighthouse): 82

Issues uncovered:

✘ **4.1.2** Buttons do not have an accessible name [Learn more](#)
  - Copy File ID, Edit description icon buttons need area–label

✘ **3.3.2** Form elements do not have associated labels [Learn more](#)
  - All toggle switches on the page are affected should have a <label> (old component issue)

Manual checklist:

✘ **2.1.1** Interactive controls are keyboard focusable. [Learn more](#)
  - Toggle switch is focusable, but it's state cannot be changed (on/off) by using keyboard

✘ **1.4.13** Interactive elements indicate their purpose and state [Learn more](#)

- The icon buttons that appear on hover inside table cells are not intractable by using the keyboard

❌ **2.4.3** The page has a logical tab order [Learn more](#)

- Table content is skipped when using tab to navigate

✔ **1.3.2** Visual order on the page follows DOM order

❌ **2.1.2** User focus is not accidentally trapped in a region [Learn more](#)

- Table interactions are hard to get into, and then it's hard to navigate back to the rest of the page using keyboard

❌ **3.2.1** The user's focus is directed to the new content (such as modals) added to the page [Learn more](#)

- It is not possible to select a button inside the App Build Delete modal, once it is opened

✔ **1.3.1** Offscreen content is hidden from assistive technology

❌ **3.3.2** Custom controls have associated labels [Learn more](#)

- Toggles and Proxy input don't have labels assigned

✔ **4.1.2** Custom controls have aria roles

Live / Mobile App (Real)

URL: https://app.saucelabs.com/live/app-testing

Overall score (Lighthouse): **76**

Issues uncovered:

❌ **4.1.2** Buttons do not have an accessible name [Learn more](#)

- The "Start Live Test" icon button should have aria-label

❌ **3.3.2** Form elements do not have associated labels [Learn more](#)

- Add aria-label to the Grid/List icon buttons for device list

❌ **4.1.2** `button`, `link`, and `menuitem` elements do not have accessible names. [Learn more](#)

- Assign device names to cards through aria-label

❌ **1.4.3** Background and foreground colors do not have a sufficient contrast ratio. [Learn more](#)

- "No active tunnels" is too light
- Device availability badges lack contrast
- Tabs lack contrast for the unselected state (old component issue)

❌ Links rely on color to be distinguishable.

- This refers to the text below devices. The "Let us know!" should increase contrast

Manual checklist:

![SauceLabs logo]

❌ **2.1.1** Interactive controls are keyboard focusable. [Learn more](#)
  – Tabs for switching between Mobile Real and Virtual are not visibly focused using keyboard navigation. Using arrows only activates them

❌ **1.4.13** Interactive elements indicate their purpose and state [Learn more](#)
  – Pressing Enter in Grid view does not select the focused device in the list

❌ **2.4.3** The page has a logical tab order [Learn more](#)
  – Reset filter option appears before any filter in tabbing order

✔ **1.3.2** Visual order on the page follows DOM order

✔ **2.1.2** User focus is not accidentally trapped in a region

❌ **3.2.1** The user's focus is directed to the new content (such as modals) added to the page [Learn more](#)
  – Not possible to skip to view device details and click "Start Test" from there

✔ **1.3.1** Offscreen content is hidden from assistive technology

✔ **3.3.2** Custom controls have associated labels

❌ **4.1.2** Custom controls have aria roles [Learn more](#)
  – Icon buttons are missing the role

Additional manual checklist for the REAL device session:

❌ **2.1.1** Interactive controls are keyboard focusable. [Learn more](#)
  – It is not possible to use keyboard navigation on iOS real devices, while on Android devices it is available, but can interfere with the Live session UI actions.

✔ **1.4.13** Interactive elements indicate their purpose and state

❌ **2.4.3** The page has a logical tab order [Learn more](#)
  – The session toolbar sub-options have a wrong tabbing order

✔ **1.3.2** Visual order on the page follows DOM order

❌ **2.1.2** User focus is not accidentally trapped in a region [Learn more](#)
  – When DevTools is open, the focus is placed in the console area which is hard to exit using keyboard
  – While UI focus changes easily, entering the content of the device on iOS is not clear.

✔ **3.2.1** The user's focus is directed to the new content (such as modals) added to the page

✔ **1.3.1** Offscreen content is hidden from assistive technology

✔ **3.3.2** Custom controls have associated labels

✔ **4.1.2** Custom controls have aria roles

Additional manual checklist for the VIRTUAL device session:

❌ **2.1.1** Interactive controls are keyboard focusable. [Learn more](#)
  – The emulator/simulator-specific buttons are not keyboard focusable

❌ **1.4.13** Interactive elements indicate their purpose and state [Learn more](#)
  – The Copy to clipboard action form inputs should have appropriate label descriptions

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- ✔ **2.4.3** The page has a logical tab order
- ✔ **1.3.2** Visual order on the page follows DOM order
- ✘ User focus is not accidentally trapped in a region
  - – When inside the emulator/simulator, there is no way to exit back to the Live testing navigation
- ✔ **3.2.1** The user's focus is directed to the new content (such as modals) added to the page
- ✔ **1.3.1** Offscreen content is hidden from assistive technology
- ✔ **3.3.2** Custom controls have associated labels
- ✔ **4.1.2** Custom controls have aria roles

Live / Cross Browser (Desktop)

URL: https://app.saucelabs.com/live/web-testing/desktop

Overall score (Lighthouse): **89**

Issues uncovered:
✘ **1.4.3** Background and foreground colors do not have a sufficient contrast ratio. Learn more
  - – "No active tunnels" label is too light
  - – Tabs lack contrast for the unselected state (old component issue)
  - – Form labels are too light (old component issue)

Manual checklist:
✘ **2.1.1** Interactive controls are keyboard focusable. Learn more
  - – Old tabs not having visible focus again (old component issue)
  - – Form dropdown for selecting the OS is not intractable using keyboard (old component issue)
- ✔ **1.4.13** Interactive elements indicate their purpose and state
✘ **2.4.3** The page has a logical tab order Learn more
  - – It is hard to choose versions across browsers, as lists are long and there is no option for horizontally skipping to a new section
- ✔ **1.3.2** Visual order on the page follows DOM order
- ✔ **2.1.2** User focus is not accidentally trapped in a region
- ✔ **3.2.1** The user's focus is directed to the new content (such as modals) added to the page
- ✔ **1.3.1** Offscreen content is hidden from assistive technology
✘ **3.3.2** Custom controls have associated labels Learn more
  - – Browser types miss having labels, and they are skipped by the screen reader
✘ **4.1.2** Custom controls have aria roles Learn more

    –   The Browser selection items are not labelled

Additional manual checklist for the CROSS-BROWSER device session:

✔ **2.1.1** Interactive controls are keyboard focusable

✘ **1.4.13** Interactive elements indicate their purpose and state [Learn more](#)

    –   The Copy to clipboard action form inputs should have appropriate label descriptions

✔ **2.4.3** The page has a logical tab order

✔ **1.3.2** Visual order on the page follows DOM order

✘ **2.1.2** User focus is not accidentally trapped in a region [Learn more](#)

    –   When inside the emulator/simulator, there is no way to exit back to the Live testing navigation

✔ **3.2.1** The user's focus is directed to the new content (such as modals) added to the page

✔ **1.3.1** Offscreen content is hidden from assistive technology

✔ **3.3.2** Custom controls have associated labels

✔ **4.1.2** Custom controls have aria roles

Insights / Job Overview

URL: https://app.saucelabs.com/analytics/test-overview/overview/vdc

Overall score (Lighthouse): **86**

Issues uncovered:

✘ **1.1.1** ARIA progressbar elements do not have accessible names. [Learn more](#)

    –   Charts need to have `role="progressbar"` assigned

✘ **1.4.3** Background and foreground colors do not have a sufficient contrast ratio. [Learn more](#)

    –   All lightgrey text labels should adopt the medium-emphasis color instead – card descriptions, percentages, status names, …

Manual checks:

✘ **2.1.1** Interactive controls are keyboard focusable. [Learn more](#)

    –   Filter elements are not keyboard accessible (Old component issue)

    –   Jobs Breakdown table items are not keyboard accessible so it is not possible to see further data breakdown

✘ **1.4.13** Interactive elements indicate their purpose and state [Learn more](#)

    –   Chart elements do not change on focus

    –   The "Jobs Breakdown" tabs do not change on focus (Old component issue)

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✔ **2.4.3** The page has a logical tab order

✔ **1.3.2** Visual order on the page follows DOM order

✘ **2.1.2** User focus is not accidentally trapped in a region [Learn more](#)
  - It is not possible to access or leave filter dropdowns once activated. Esc should work

✘ **3.2.1** The user's focus is directed to the new content (such as modals) added to the page [Learn more](#)
  - Time picker dropdown is not accessible (Old component issue)

✔ **1.3.1** Offscreen content is hidden from assistive technology

✘ **3.3.2** Custom controls have associated labels [Learn more](#)

✘ **4.1.2** Custom controls have aria roles [Learn more](#)
  - Chart labels under Job Health Snapshot should have aria attributes

Visual / Builds

URL: https://app.saucelabs.com/visual/builds

Overall score (Lighthouse): 83

Issues uncovered:

✘ **4.1.2** Buttons do not have an accessible name [Learn more](#)
  - The "..." icon button should have aria-label

✘ **1.4.3** Background and foreground colors do not have a sufficient contrast ratio. [Learn more](#)
  - The orange "For Review" badge needs to have better contrast (component issue)

Manual checklist:

✔ **2.1.1** Interactive controls are keyboard focusable

✔ **1.4.3** Interactive elements indicate their purpose and state

✔ **2.4.3** The page has a logical tab order

✔ **1.3.2** Visual order on the page follows DOM order

✔ **2.1.2** User focus is not accidentally trapped in a region

✔ **3.2.1** The user's focus is directed to the new content (such as modals) added to the page

✔ **1.3.1** Offscreen content is hidden from assistive technology

✔ **3.3.2** Custom controls have associated labels

✘ **4.1.2** Custom controls have aria roles [Learn more](#)
  - The username filter is a span with the role of a button, and does not have aria-label
  - The Builds Item should have an aria-label, since it is a link

Visual / Build Details

URL: https://app.saucelabs.com/visual/builds/b3e35800-9af8-4d50-8a8c-bc0855ddb2c3

Overall score (Lighthouse): **83**

Issues uncovered:

❌ **4.1.2** Buttons do not have an accessible name [Learn more](#)

- The "…" icon button should have aria-label

❌ **1.4.3** Background and foreground colors do not have a sufficient contrast ratio. [Learn more](#)

- The "+1" indicator in the filter multiselect is too light against selected/hover states
- The Badges used inside snapshot cards lack contrast

Manual checklist:

✔ **2.1.1** Interactive controls are keyboard focusable

✔ **1.4.13** Interactive elements indicate their purpose and state

✔ **2.4.3** The page has a logical tab order

✔ **1.3.2** Visual order on the page follows DOM order

✔ **2.1.2** User focus is not accidentally trapped in a region

✔ **1.3.1** Offscreen content is hidden from assistive technology

✔ **3.3.2** Custom controls have associated labels

✔ **4.1.2** Custom controls have aria roles

Visual / Snapshot Review

URL: https://app.saucelabs.com/visual/builds/b3e35800-9af8-4d50-8a8c-bc0855ddb2c3

Overall score (Lighthouse): **80**

Issues uncovered:

❌ **4.1.2** Buttons do not have an accessible name [Learn more](#)

- The Download icon buttons should have aria-label

❌ Elements with role="dialog" or role="alertdialog" do not have accessible names [Learn more](#)

- Add aria-label to the snapshot diff overlay. Alternatively, consider implementing this as a standalone page.

Manual checklist:

✔ **2.1.1** Interactive controls are keyboard focusable

✘ **1.4.13** Interactive elements indicate their purpose and state [Learn more](#)

  – The diffs rendered on the snapshot cannot be interacted with by using keyboard navigation

✔ **2.4.3** The page has a logical tab order

✔ **1.3.2** Visual order on the page follows DOM order

✔ **2.1.2** User focus is not accidentally trapped in a region

✘ **1.3.1** Offscreen content is hidden from assistive technology [Learn more](#)

  – Since this functions like an overlay, all content "below" is focusable and impacts the screen reader.

✔ **3.3.2** Custom controls have associated labels

✔ **4.1.2** Custom controls have aria roles

Tunnel Proxies

URL: https://app.saucelabs.com/tunnels

Overall score (Lighthouse): **84**

Issues uncovered:

✘ **1.4.3** Background and foreground colors do not have a sufficient contrast ratio. [Learn more](#)

  – Active tunnels indicator in main nav has bad contrast when Tunnels page is open
  – The Label and placeholder of "Run command" are lacking contrast (Old component issue)
  – Stop my Tunnels button has low contrast (Old component issue)
  – Table headers have low contrast (Old component issue)

✘ **3.3.2** Form elements do not have associated labels [Learn more](#)

  – The "Run command" label needs to reference the input below it. Add "for" or "aria" attribute to it.

Manual checklist:

✘ **2.1.1** Interactive controls are keyboard focusable. [Learn more](#)

  – Tunnels table is not keyboard accessible

✘ **1.4.13** Interactive elements indicate their purpose and state [Learn more](#)

  – Focus states "Stop tunnel" buttons and Run Tunnel input are not easily visible
  – Tunnels table gets skipped when tabbing, therefore it is not possible to reach the Stop tunnel button for table items

✔ **2.4.3** The page has a logical tab order

✔ **1.3.2** Visual order on the page follows DOM order

✔ **2.1.2** User focus is not accidentally trapped in a region

✘ **3.2.1** The user's focus is directed to the new content (such as modals) added to the page [Learn more](#)

  – The Delete confirmation does not get focused

✔ **1.3.1** Offscreen content is hidden from assistive technology

✘ **3.3.2** Custom controls have associated labels [Learn more](#)

  – Stop tunnel button in the table row is missing a label

✘ **4.1.2** Custom controls have aria roles [Learn more](#)

  – Stop tunnel button in the table row is missing a role definition

Organization Management

URL: https://app.saucelabs.com/team-management/users

Overall score (Lighthouse): 81

Issues uncovered:

✘ **4.1.2** Buttons do not have an accessible name [Learn more](#)

  – Download, Add icon buttons need an aria label

✘ **3.3.2** Form elements do not have associated labels [Learn more](#)

  – Organization name, Organization ID should have title as label, with "for" attribute

  – Labels for filter checkboxes should get "for" or "aria" attribute

✘ **1.4.3** Background and foreground colors do not have a sufficient contrast ratio. [Learn more](#)

  – Table headers and filters use too light grey & blue

Manual checklist:

✘ **2.1.1** Interactive controls are keyboard focusable. [Learn more](#)

  – The "Users selected" dropdown action is not focusable using keyboard (Old component issue)

  – Table header sorting is not available using keyboard navigation (Old component issue)

✘ **1.4.13** Interactive elements indicate their purpose and state [Learn more](#)

  – Focus state is missing on the "+" icon button (Old component issue)

✔ **2.4.3** The page has a logical tab order

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✔ **1.3.2** Visual order on the page follows DOM order
✔ **2.1.2** User focus is not accidentally trapped in a region
✘ **3.2.1** The user's focus is directed to the new content (such as modals) added to the page
[Learn more](#)
    – When adding a new user, extra tabbing is needed. The focus should be in the first input field in the modal.
✘ **1.3.1** HTML5 landmark elements are used to improve navigation [Learn more](#)
    – ‹li› is used instead of ‹nav› for tabs
✔ **1.3.1** Offscreen content is hidden from assistive technology
✘ **3.3.2** Custom controls have associated labels [Learn more](#)
    – Filter and bulk actions on pages do not have connected labels
✘ **4.1.2** Custom controls have aria roles [Learn more](#)

Other Recommendations

Overall, it is recommended that the automated checks for the pages tested achieve the accessibility score between **90–100 points**. Implementing updates highlighted in this document could increase the score by at least 5% and ensure full level AA compliance.

Since the WCAG recommendations state that accessibility checks can be a collaborative effort to uncover more issues, it is recommended to **widen this audit** to include more usability testing, by also including people with disabilities.

Special cases like the device treatment within the Live Testing session should be looked at more closely, as the interactions within real and virtual devices have differences.

Moving forward, it is recommended to implement a program of **ongoing monitoring of website accessibility**, by either adopting partner tools for accessibility testing like Deque Axe, or enforce more code checks through [axe-core](#).

6. References

- Web Content Accessibility Guidelines (WCAG) Overview
  https://www.w3.org/WAI/standards-guidelines/wcag/
- Web Content Accessibility Guidelines 2.2
  https://www.w3.org/TR/WCAG22/
- Techniques for WCAG 2
  https://www.w3.org/WAI/WCAG22/Techniques/

SauceLabs

- Accessibility Evaluation Resources
  https://www.w3.org/WAI/test-evaluate/
- Web Accessibility Evaluation Tools List
  https://www.w3.org/WAI/test-evaluate/tools/list/
- Using Combined Expertise to Evaluate Web Accessibility
  https://www.w3.org/WAI/test-evaluate/combined-expertise/

7. Appendices

List of pages covered in this study

Page	Lighthouse score	Defect count (groups)
Sign In https://accounts.saucelabs.com/	96	2
Automated / Test Results https://app.saucelabs.com/dashboard/tests	83	6
Automated / Test Details https://app.saucelabs.com/tests/4db967866c1e4b418939d19ef26db014	78	9
Automated / Builds https://app.saucelabs.com/dashboard/builds/vdc	88	6
App Management https://app.saucelabs.com/app-management	90	3
App Management / App Details https://app.staging.saucelabs.net/app-management/groups/958584	82	8
Live / Mobile App https://app.saucelabs.com/live/app-testing	76	10
Live / Cross Browser https://app.saucelabs.com/live/web-testing/desktop	89	5
Insights / Job Details https://app.saucelabs.com/analytics/test-overview/overview/vdc	86	8
Visual Testing / Builds https://app.saucelabs.com/visual/builds	82	2

Visual Testing / Build Details https://app.saucelabs.com/visual/builds/b3e35800-9af8-4d50-8a8c-bc0855ddb2c3	83	2
Visual Testing / Snapshot Review https://app.saucelabs.com/visual/builds/b3e35800-9af8-4d50-8a8c-bc0855ddb2c3/step/a9b0e34c-c29d-4700-b5e5-cd0bd4fc3c8f	80	4
Tunnel Proxies https://app.saucelabs.com/tunnels	84	7
Organization Management https://app.saucelabs.com/team-management/users	81	9