



Accessibility Statement for CardsOnline

This accessibility statement applies to the CardsOnline software application.

This application is run by [ScreenCheck](#). We want as many people as possible to be able to use CardsOnline.

For example, that means you should be able to:

- Change colours using application settings.
- Zoom in up to 400% without the text spilling off the screen after a refresh of the zoomed screen.
- Navigate most of the website using a keyboard.
- Listen to most of the website using a screen reader.

We've also made the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible this website is

We know some parts of this website are not fully accessible. You can see a full list of any issues we currently know about in the 'Non-accessible content' section of this statement.

- You cannot modify the line height or spacing of text in the application.
- Users who rely on keyboard operation may not be able to perform all the operations they need. For example using the signature pad feature.
- The pages of the application do not have the correct language identifier. This may cause accessibility tools to function incorrectly when processing the application.



Feedback and contact information

If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: support@screencheck.com

You do not need to give us details of your disability or accessibility need as part of your request. Your details will be processed in accordance with [ScreenCheck Privacy Policy](#)

If you need information on CardsOnline in a different format like an accessible PDF, an easy to read document or a video:

- Email: marketing@screencheck.com
- Phone: +31 (0)79 360 1160

We'll consider your request and get back to you in 2 days.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

Technical information about this website's accessibility

ScreenCheck is committed to making its application accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

The application has been tested against the Web Content Accessibility Guidelines (WCAG) 2.2 AA standard.

This application is largely compliant with the [Web Content Accessibility Guidelines version 2.2 AA](#) standard, due to the non-compliances listed below.



Non-accessible content

The content listed below is non-accessible for the following reasons.

Non-compliance with the accessibility regulations

- Various form labels are missing throughout the application. This can impede those with visual impairments because accessibility tools (screen readers) will not properly process these elements. This fails several WCAG guidelines including:
 - WCAG 1.1.1 (Non-text Content, A).
 - WCAG 1.3.1 (Info and Relationships, A)
 - WCAG 1.3.3 (Sensory Characteristics, A)
 - WCAG 2.4.6 (Headings and Labels, AA)
 - WCAG 3.3.2 (Labels or Instructions, A)

A ticket exists to address this issue. We intend to address this before the end of 2027.

- In some pop-up controls, the keyboard focus is set to the last element in the pop-up, so the user must navigate backwards (shift+TAB) to fill out the form. This fails WCAG 1.3.2 (Meaningful Sequence, A) as well as WCAG 2.4.3 (Focus Order). A ticket exists to address this issue. We intend to address this before the end of 2027.
- There are multiple menus and controls within the application that are not operable or not well operable using only the keyboard. Users who rely on keyboard operation may not be able to perform all the operations they need. This fails WCAG 2.1.1 (Keyboard, A). Multiple tickets exist to address the issues stemming from this guideline, which we intend to address before the end of 2027.
- There is no visible focus indicator for the quick search button in the top bar of the application. This means that users who rely on the keyboard interface will have difficulty determining whether this UI element has focus. This fails WCAG 2.4.7 (Focus Visible, AA). A ticket exists to address this issue. We intend to address this before the end of 2027.
- A few operations within the application can only be accomplished through dragging. These include reordering dynamic fields, selecting portions of an image for photo and signature purposes, and preparing a screenshot for sending feedback. This fails WCAG 2.5.7 (Dragging Movements, AA). Multiple tickets exist to address the issues stemming from this guideline, which we intend to address before the end of 2027.
- The pages of the application do not have the correct language identifier. This may cause accessibility tools to function incorrectly when processing the application. This fails WCAG 3.1.1 (Language of Page, A). A ticket exists to address this issue. We intend to address this before the end of 2027.



- Not all menus and interactions within the application are handled in a consistent manner. The use of iconography is sometimes inconsistent as are layouts and workflows of menus. Such inconsistencies make the application more difficult to understand and operate for people with disabilities. This fails WCAG 3.2.4 (Consistent Identification, AA). We intend to further examine this aspect of our design and decide on how to achieve consistency before the end of 2027.
- If a Status Check binding config is incomplete, saving it fails silently. This lack of an error message is to the detriment of people who are visually impaired and fails WCAG 3.3.1 (Error Identification). A ticket exists to address this issue. We intend to address this before the end of 2027.
- During the creation of a record, if a field is present on multiple tabs, the field is not auto-populated after the first time it is filled out. Users with a cognitive disability may not remember what they entered in the field previously, so this fails WCAG 3.3.7 (Redundant Entry). It's also annoying for non-impaired users. A ticket exists to address this issue. We intend to address this before the end of 2027.

If you find an issue that we have yet to identify, please contact us using one of the routes described in the 'Feedback and contact information' section of this statement.

Disproportionate burden

At this time, we have not made any disproportionate burden claims.

Content that's not within the scope of the accessibility regulations

3rd party content

DataChecker: Some of our services include third party content which we have no control over. The accessibility regulations do not require us to manage these kinds of content, but if you have a problem with any of the content hosted on this website, please contact us using the methods above and we will try to help.

Preparation of this accessibility statement

This statement was prepared on 2025-03-02. It was last reviewed on 2025-03-02

This website was last tested on 2025-31-01. The test was carried out by [ScreenCheck](#). The testing included manual testing and a semi automated tool called WAVE.