

Canva Web Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

Canva (Web) – January 2025

Report Date:

January 2025 version 1.1

Product Description:

Canva is an online design and publishing tool that aims to empower everyone to design anything and publish anywhere.

Contact Information:

<https://www.canva.com/help/get-in-touch>

Notes:

The review was performed on Canva's live site. The findings do not include any other templates or pages outside the scope of testing.

The following pages or views were assessed from a representative sample of different pages and states, content types such as text, images, tables, multimedia, and types of web technologies. It also includes pages or views that are necessary to complete a task, such as creating a template and completing a form.

Features:

- Home (Unauthenticated)
- Canva Teams (Unauthenticated)
- Canva Enterprise (Unauthenticated)
- Contact Canva's Sales Team (Unauthenticated)
- Canva for Education (Unauthenticated)
- Canva for Education: Overview (Unauthenticated)
- Canva for Education: Canva for Students (Unauthenticated)
- Canva for Education: Contact Institutional Sales (Unauthenticated)
- Accessibility at Canva (Unauthenticated)
- Free Templates (Unauthenticated)
- Log in and sign up pages
- Home (Authenticated)
- Home: Templates Tab (Authenticated)
- Home: Docs Templates (Authenticated)
- Home: Photos Templates (Authenticated)
- Home: Education Templates (Authenticated)
- Home: Social Media Templates (Authenticated)
- Home: Print Templates (Authenticated)

- Template Preview
- Template Search Results Page
- Search Bar (Templates)
- Design Viewer
- Home: Projects Tab (Authenticated)
- Settings
- Settings: Your account
- Settings: Login & security
- Settings: People
- Settings: Privacy settings
- Settings Menu
- Home: Brand Tab
- Home: Brand Kit (Authenticated)
- Editor: Brand Kit
- Home: Brand Templates (Authenticated)
- Editor: Brand Templates
- Canva Help Center (Authenticated)
- Home: Activity Sequences (Authenticated)
- Editor: Activity Sequences (Authenticated)

Evaluation Methods Used:

Conformance to the listed WCAG 2.2 A and AA accessibility standards has been evaluated using a combination of automated analysis tools and manual testing, along with basic assistive technology tests. The following operating system, browsers, toolsets and screen readers were used for evaluation:

- Web application - JAWS 2023 with Chrome (131.0.6778.86) on PC running Windows 11
- Colour Contrast Analyser

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 - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	Yes

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

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.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](#).
- In line with WCAG 2 Conformance Requirement [5.2.5 Non-interference](#), any content that fails the following Success Criteria is considered critical because failure to meet them may interfere with any use of the page:
 - 1.4.2 – Audio Control
 - 2.1.2 – No Keyboard Trap
 - 2.3.1 – Three Flashes or Below Threshold
 - 2.2.2 – Pause, Stop, Hide
- Since the Canva website has some failures of SC 1.4.2 Audio Control and 2.2.2 Pause, Stop, Hide, pages with these errors cannot claim full conformance with WCAG. Other pages are not affected. The Remarks panel for these two criteria (in Table 1) details how these failures may affect site users.

Table 1: Success Criteria, Level A

Notes: See WCAG 2.x Report note.

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Images are generally provided with meaningful text alternatives that serve the equivalent purpose. Non-relevant or decorative images are typically hidden from assistive technologies. However, there are a few exceptions: • Some decorative icons/images are not hidden from assistive technologies, for example: ○ Home: Print Templates (Authenticated) - Icons that are part of form control labels ○ Home (Unauthenticated) and Canva for Education (Unauthenticated) - Section filler images/icons ○ Canva Help Center - Icons on cards • Some meaningful images are without a descriptive text alternative: ○ Settings - Links opening in a new tab/window ○ Home - Templates: Icons that represent a visual label with no supporting text label ○ Settings and Design Viewer - QR code ○ Home: Templates - Carousel images

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Prerecorded audio-only/ video-only content generally has alternative formats. However, there are a few exceptions: • On the Canva for Education (Unauthenticated) page, no text alternatives are provided for some video-only content. • On the Canva Help Center (Authenticated) page, text alternatives provided for video-only content are inaccurate. • The video templates lack a text/audio alternative, preventing some users from reliably choosing the right template.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The settings menu offers an option to auto-generate captions for videos. Note: On the Canva for Education (Unauthenticated) and Canva Help Center (Authenticated) pages, prerecorded videos have no audio that requires captions; therefore, they also pass this requirement.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria	Supports	The 'Design viewer: Talking Presentation mode' allows users to create video and audio recordings that are presented alongside their text-based presentations. In those situations,

Criteria	Conformance Level	Remarks and Explanations
• 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		the text and audiovisual material act as alternatives to each other, allowing the entire audience to access the content.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Canva contains semantic markup (headings, lists, etc.) to designate text. Headings are used to help convey the presentation to assistive technologies. However, there are some exceptions: • Throughout Canva, the menu options are unavailable for assistive technology users. • On the Canva Enterprise (Unauthenticated) page, some card content is not conveyed to assistive technology users as displayed visually on-screen. • Multiple controls nested inside a component result in not all controls being available for assistive technology users: ○ Home ○ Home: Templates ○ Home: Projects Tab (Authenticated) and ○ Other pages with card controls

Criteria	Conformance Level	Remarks and Explanations
		• Related items are not grouped in code: ○ Canva Help Center (Authenticated) ○ Home: Print Templates (Authenticated) ○ Home: Projects Tab (Authenticated) ○ Design Viewer ○ Templates and other pages that contain lists and form controls. • Error messages for input fields are not linked to their relevant fields: ○ Settings ○ Contact Canva's Sales Team (Unauthenticated) ○ Home: Activity Sequences (Authenticated) • On the Home: Projects Tab (Authenticated) page, data tables are not fully available for screen reader users.
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508	Partially Supports	Canva is developed in a meaningful and correct reading sequence that can be programmatically determined. However, there are some exceptions: • In a single-column layout, some visually hidden content is presented to assistive technologies. ○ Canva Teams (Unauthenticated) ○ Canva Help Center (Authenticated)

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		○ Home: Activity Sequences (Authenticated) modals
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Canva rarely relies on color alone to distinguish the importance of a visual element. Textual representation is mostly used as the primary mechanism for conveying information. However, there are some exceptions: • Links can only be distinguished from static text using colour ○ Home: Templates Tab (Authenticated) • Color alone is used to convey the meaning ○ Home: Templates Tab (Authenticated) - Filters modal, Colour filters ○ Editor: Brand Kit • Color alone is used to convey the state

Criteria	Conformance Level	Remarks and Explanations
		○ Contact Canva's Sales Team (Unauthenticated)
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	Design Viewer - Canva presentations that include audio-video slide content have no control to switch off or control the volume independently of the device volume. People who use screen readers, who are hard of hearing, or who have attention barriers may find that they cannot use the rest of any presentation with this feature. For more information about how this affects WCAG conformance, please refer to the Note belonging to the WCAG 2.x Report heading above this table.
<u>2.1.1 Keyboard</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Several interactive features within Canva are not fully keyboard accessible, such as: • Home: Activity Sequences (Authenticated) – Activity drag and drop feature. • Design Viewer: Nested controls • Home: Templates Tab (Authenticated) and Settings: Billing & plans - Tooltips • Design Viewer – Canva Presentations: Play/pause feature, Slide reactions. • Home: Activity Sequences (Authenticated) and Canva Help Center (Authenticated) - Some links • Home: Templates Tab (Authenticated), Home: Brand Kit (Authenticated) - Some listbox options.

Criteria	Conformance Level	Remarks and Explanations
		- Home: Templates Tab (Authenticated) - Button labels presented on hover.
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Canva supports standard keyboard navigation and ensures users of assistive technologies are not trapped in a subset of content. The focus is not locked or trapped at any page element.
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 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) Revised Section 508 – Does not apply	Partially Supports	Canva does not provide character keyboard shortcuts as standard default functionality. However, there is an exception: On ‘Design Viewer,’ some controls such as previous, next, magic shortcut, and exit full-screen buttons use single-character shortcuts, and there is no way to turn them off or change the keyboard mapping.
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria 9.2.2.1 (Web) 10.2.2.1 (Non-web document)	Partially Supports	Canva settings allow for the extension of notification timing. Although this works in most cases, the following exception exists:

Criteria	Conformance Level	Remarks and Explanations
• 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		On the ' Home: Photos Templates (Authenticated)' page, when a new folder is created and the templates are moved to it, the notification confirming the folder creation is dismissed automatically. The page has no other visual change to confirm the action is successful.
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	Canva contains auto-updating carousels, videos, and accordions with no option to pause, stop, or hide the content. Such content is available on: • Canva Help Center (Authenticated) • Canva Teams (Unauthenticated) • Canva Enterprise (Unauthenticated) • Canva for Education (Unauthenticated) pages. • Design Viewer • Preview modals on: ○ Home (Authenticated) ○ Home: Templates Tab (Authenticated) ○ Home: Education Templates (Authenticated) ○ Home: Social Media Templates (Authenticated) People with attention impairments, low literacy or learning disabilities which decrease reading speed, and screen reader users may find they are unable to use any page with auto-updating or moving content.

Criteria	Conformance Level	Remarks and Explanations
		For more information about how this affects WCAG conformance, please refer to the Note belonging to the WCAG 2.x Report heading above this table.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 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		
<u>2.4.2 Page Titled</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
<u>2.4.3 Focus Order</u> (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Partially Supports	Frequently in Canva, focusable elements do not receive focus in an order that preserves meaning and operability, including: • Focus is often sent to the top of the page when new content is revealed or when content is hidden. • Focus often remains on an activating button when new content is revealed.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Canva generally provides link text and supporting content that adequately provides context for the link, with the following exceptions: - The links that open in a new tab/window are not descriptive on - Home: Photos Templates (Authenticated).
<u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 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) Revised Section 508 – Does not apply	Supports	
<u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 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)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<u>2.5.3 Label in Name</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Partially Supports	Canva has user interfaces with labels that include text or images of text that are visually presented with the name of the text with the following exception: • Visible labels do not match the labels in the code on ○ Home: Docs Templates (Authenticated) ○ Home: Photos Templates (Authenticated) ○ Home: Education Templates (Authenticated) ○ Editor: Brand Kit ○ Editor: Brand Templates ○ Home: Projects Tab (Authenticated) ○ Settings: People ○ Settings: Billing and Plans ○ Home: Activity Sequences (Authenticated)
<u>2.5.4 Motion Actuation</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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)	Supports	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<u>3.1.1 Language of Page</u> (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
<u>3.2.1 On Focus</u> (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
<u>3.2.2 On Input</u> (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
<u>3.2.6 Consistent Help</u> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<u>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software)	Partially Supports	Canva generally provides clear labels and instructions in many areas of the site, with the following exceptions: • Placeholder text is used as a label or for instructions on, ○ Settings

Criteria	Conformance Level	Remarks and Explanations
• 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		○ Design Viewer ○ Home: Activity Sequences (Authenticated) ○ Home: Brand Kit (Authenticated) ○ Home: Projects Tab (Authenticated) • Form controls are not labelled on, ○ Settings ○ Activity Sequences (Authenticated) ○ Home: Projects Tab (Authenticated) ○ Home: Brand Kit (Authenticated) ○ Home: Templates Tab (Authenticated)
<u>3.3.7 Redundant Entry</u> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<u>4.1.1 Parsing</u> (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	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 .

Criteria	Conformance Level	Remarks and Explanations
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The name, role and value used in some Canva user interface elements are unavailable to assistive technologies via HTML or WAI-ARIA which describe the identity, operation, and state. • On the Design viewer, many buttons do not have an accessible label. • Some form controls do not have an accessible name on, ○ Home: Print, Worksheet, Infographic Template modals (Authenticated) ○ Home: Activity Sequences (Authenticated) ○ Design viewer • Many ARIA components are not assigned the necessary roles and properties on, ○ Home: Activity Sequences (Authenticated) ○ Home: Brand Kit (Authenticated) ○ Design viewer ○ Home: Projects Tab (Authenticated) • The colour-swatch that allows users to choose a variant colour based on the saturation and lightness of a hue does not work when a screen reader is running on, ○ Home: Brand Kit (Authenticated) ○ Home: Templates Tab (Authenticated) - Sub-categories

Criteria	Conformance Level	Remarks and Explanations
		Design Viewer

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 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)	Supports	Refer to notes in Table 1: Success Criterion 1.2.3 (Level A).

Criteria	Conformance Level	
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
<u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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	
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (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	Contact Canva's Sales Team (Unauthenticated) contain form controls whose purpose may not be apparent to some users.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria • 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)	Partially Supports	The following text elements do not meet minimum contrast requirements: • Sitewide - Placeholder text • Canva for Education: Overview (Unauthenticated) – Tab content in a responsive layout.

Criteria	Conformance Level	
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		• Settings: Your account - Status message • Design viewer - Some editor categories and slide numbers.
<u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Canva generally supports the resizing of text up to 200%, with the following exceptions: Some content is cut off or the information and functionality are obscured when the page is zoomed to 200%. This is noticed on the following pages: • Home: Templates Tab (Authenticated) • Home: Docs Templates (Authenticated) • Home: Education Templates (Authenticated) • Home: Social Media Templates (Authenticated) • Home: Print Templates (Authenticated) • Home: Projects Tab (Authenticated) • Designer viewer • Home: Activity Sequences (Authenticated) • Canva Teams (Unauthenticated) • Canva for Education (Unauthenticated)

Criteria	Conformance Level	
		Canva for Education: Canva for Students (Unauthenticated)
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Canva on most screens does not contain images instead of text. Most text content within the application is included as pure text. However, there is one exception: On the Canva for Education (Unauthenticated) page, the Teachers and Schools tab images of text do not have meaningful text alternatives.
<u>1.4.10 Reflow</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 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	Partially Supports	Frequently in Canva, information and functionality are obscured when the page is zoomed to 400%, including: - Functionality breaks on - Home: Docs Templates (Authenticated) - Home: Education Templates (Authenticated) - Home: Social Media Templates (Authenticated) - Home: Photos Templates (Authenticated) - Home: Projects Tab (Authenticated) - Home: Brand Kit (Authenticated) - Home: Activity Sequences (Authenticated)

Criteria	Conformance Level	
		- Some content is cut off on - Design viewer - Canva Teams (Unauthenticated) - Canva for Education: Canva for Students (Unauthenticated) - Home: Templates Tab (Authenticated) - Home: Projects Tab (Authenticated) - Accessibility at Canva (Unauthenticated) - Home: Activity Sequences (Authenticated) - On the Canva for Education (Unauthenticated) page, the text in the section containing the tabs 'Teachers,' 'Students' and 'Schools' are hardly visible and fail to meet the minimum contrast requirements.
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 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	Some non-text components in Canva do not meet the minimum contrast requirements: - The focus indicators on some interactive elements (colour picker controls, project filter menu items, listbox items, links, and buttons) - Contact Canva's Sales Team (Unauthenticated) - Home: Brand Kit (Authenticated) - Design viewer

Criteria	Conformance Level	
		○ Home: Activity Sequences (Authenticated) ○ Home: Projects Tab (Authenticated) ○ Home: Docs Templates (Authenticated) • Icons such as paid plan and Starred icon ○ Home (Unauthenticated) ○ Canva Teams (Unauthenticated) • Form control borders ○ Settings ○ Home: Projects Tab (Authenticated) ○ Home: Brand Kit (Authenticated) ○ Home: Brand Templates (Authenticated) ○ Contact Canva's Sales Team (Unauthenticated) etc.
<u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 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	Partially Supports	Text on the following pages is cut off when the user increases text spacing: • Design viewer • Home: Projects Tab (Authenticated) • Home: Projects Tab (Authenticated) • Canva for Education: Canva for Students (Unauthenticated) • Accessibility at Canva (Unauthenticated) • Settings

Criteria	Conformance Level	
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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	Tooltips on the settings page disappear when the mouse pointer moves from the tooltip icon to the tooltip content.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: EN 301 549 Criteria • 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 apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document)	Partially Supports	Canva on most pages contain descriptive headings and text labels to inform assistive technology users of their location and current activity. However, there are some exceptions:

Criteria	Conformance Level	
• 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		• Some button names are not descriptive on: ○ Design viewer ○ Docs Templates (Authenticated) ○ Photos Templates (Authenticated) ○ Education Templates (Authenticated) ○ Home: Brand Kit (Authenticated) ○ Home: Projects Tab (Authenticated) ○ Settings ○ Home: Activity Sequences (Authenticated).
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The following elements in Canva do not have a visible focus indicator: • Cards on ○ Free Templates (Unauthenticated) ○ Home: Docs Templates (Authenticated) ○ Home: Education Templates (Authenticated) ○ Home: Social Media Templates (Authenticated) ○ Home: Print Templates (Authenticated) ○ Template Preview • Video links on Home: Social Media Templates (Authenticated) – Template Preview

Criteria	Conformance Level	
		• Radio options on Canva Teams (Unauthenticated) • ReCAPTCHA challenges on Contact Canva's Sales Team (Unauthenticated) • and Price buttons in the filter section of Accordions ○ Home: Docs Templates (Authenticated) ○ Home: Education Templates (Authenticated) • The presentation progress bar on Design viewer
<u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Some elements with keyboard focus are either partially or fully hidden on the following pages: • Home: Activity Sequences (Authenticated) • Settings • Docs Templates (Authenticated) • Photos Templates (Authenticated) • Home: Brand Kit (Authenticated) • Home: Brand Templates (Authenticated)
<u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	On Home: Activity Sequences (Authenticated), Lessons cannot be rearranged without drag movements when creating and assigning Canva lessons.
<u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Most controls meet minimum size or have sufficient spacing around them, making it easier to activate them. However, there are some exceptions:

Criteria	Conformance Level	
		- On unauthenticated pages, the Canva footer links have smaller touch target sizes. - The terms and privacy links of ReCAPTCHA on the Contact Canva's Sales Team (Unauthenticated) page have smaller touch Canva target sizes.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 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)	Supports	

Criteria	Conformance Level	
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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		
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: EN 301 549 Criteria • 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 • 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	
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: EN 301 549 Criteria • 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)	Partially Supports	Whenever an error is detected, the error suggestions for corrections are identified and provided visually to the user on the input form with the following exception: • On the Canva settings page, error messages for the payment method inputs are not descriptive.

Criteria	Conformance Level	
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
<u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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)	Partially Supports	Screen readers do not announce some status messages in Canva. Some examples: • On the design viewer pages: ○ When presentations are shared ○ When carousel content changes

Criteria	Conformance Level	
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		○ Loading the state of a search function • Templates: When templates are filtered • Settings - When settings are applied

Table 3: Success Criteria, Level AAA

Notes: Canva has not been evaluated for WCAG 2.2 Level AAA conformance.

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria](#) (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Canva uses standard platform attributes to describe the identity, operation, and state of user interface elements and assistive technologies. The core features and controls are reachable and are announced by assistive technologies. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.2 With Limited Vision	Partially Supports	Canva does not fully support standard browser magnification and contrast adjustments. For details, refer to the WCAG 2.x section.
302.3 Without Perception of Color	Partially Supports	Canva does not use color as the only means of conveying information. Color is only used as a decorative or supplemental attribute of user interface elements. Textual representation is always used as

Criteria	Conformance Level	Remarks and Explanations
		the primary mechanism for conveying information. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.4 Without Hearing	Supports	Canva does not include audio-only features that require hearing to be used.
302.5 With Limited Hearing	Supports	Canva does not include audio-only features that require hearing to be used.
302.6 Without Speech	Supports	Canva does not include any features which rely on speech input. It has basic support for speech recognition tools.
302.7 With Limited Manipulation	Partially Supports	Canva supports standard input mechanisms such as touch events and simple gestures. Using Canva's user interface does not require fine motor skills controls or simultaneous actions. The user interface and controls have large target areas that do not create problems for individuals who lack fine motor skills control or those who have limited reach and strength. However, there are some exceptions. Refer to the WCAG 2.x section for details.
302.8 With Limited Reach and Strength	Not Applicable	Canva does not include any hardware requiring manual access.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Canva does not function in a way that is prohibitive to users with cognitive or learning impairments. However, there are some exceptions. Refer to the WCAG 2.x section for details.

Chapter 4: [Hardware](#)

Notes: Canva is a web application and is not subject to the requirements of this section.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	
503.4.2 Audio Description Controls	Does Not Support	Canva does not support Audio Descriptions, so no controls for audio description tracks are provided.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	Canva editor was not verified as part of this report.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Canva editor was not verified as part of this report.
504.2.2 PDF Export	Not Applicable	Canva editor was not verified as part of this report.
504.3 Prompts	Not Applicable	Canva editor was not verified as part of this report.
504.4 Templates	Not Applicable	Canva editor was not verified as part of this report.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Accessibility and compatibility information (e.g., keyboard shortcuts, structure and names of objects) is documented in the same location as related features.
602.3 Electronic Support Documentation	Partially Supports	See information in WCAG 2.x section.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support Documentation is provided in electronic formats.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	Canva support services were not assessed for this report.
603.3 Accommodation of Communication Needs	Not Applicable	Canva support services were not assessed for this report.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Canva uses standard platform attributes to describe the identity, operation, and state of user interface elements and assistive technologies. The core features and controls are reachable and are announced by assistive technologies. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.2 Usage with limited vision	Partially Supports	Canva does not fully support standard browser magnification and contrast adjustments. Refer to the WCAG 2.x section for details.
4.2.3 Usage without perception of colour	Partially Supports	Canva does not use color as the only means of conveying information. Color is only used as a decorative or supplemental attribute of user interface elements. Textual representation is always used as the primary mechanism for conveying information.

Criteria	Conformance Level	Remarks and Explanations
		However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.4 Usage without hearing	Supports	Canva does not include audio-only features that require hearing to be used.
4.2.5 Usage with limited hearing	Supports	Canva does not include audio-only features that require hearing to be used.
4.2.6 Usage with no or limited vocal capability	Supports	Canva does not include any features which rely on speech input. It has basic support for speech recognition tools.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Canva supports standard input mechanisms such as touch events and simple gestures. Using Canva's user interface does not require fine motor skills controls or simultaneous actions. The user interface and controls have large target areas that do not create problems for individuals who lack fine motor skills control or those who have limited reach and strength. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.8 Usage with limited reach	Not Applicable	Canva does not include any hardware requiring manual access.
4.2.9 Minimize photosensitive seizure triggers	Supports	
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Canva does not function in a way that is prohibitive to users with cognitive or learning impairments.

Criteria	Conformance Level	Remarks and Explanations
		However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.11 Privacy	Supports	

Chapter [5: Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	
5.1.3.2 Auditory output delivery including speech	Not Applicable	
5.1.3.3 Auditory output correlation	Not Applicable	
5.1.3.4 Speech output user control	Not Applicable	
5.1.3.5 Speech output automatic interruption	Not Applicable	
5.1.3.6 Speech output for non-text content	Not Applicable	
5.1.3.7 Speech output for video information	Not Applicable	
5.1.3.8 Masked entry	Not Applicable	
5.1.3.9 Private access to personal data	Not Applicable	
5.1.3.10 Non-interfering audio output	Not Applicable	

5.1.3.11 Private listening volume	Not Applicable	
5.1.3.12 Speaker volume	Not Applicable	
5.1.3.13 Volume reset	Not Applicable	
5.1.3.14 Spoken languages	Not Applicable	
5.1.3.15 Non-visual error identification	Not Applicable	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	
5.1.4 Functionality closed to text enlargement	Not Applicable	
5.1.5 Visual output for auditory information	Not Applicable	
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	
5.1.7 Access without speech	Not Applicable	
5.2 Activation of accessibility features	Supports	
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Not Applicable	
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	
5.6.2 Visual status	Not Applicable	
5.7 Key repeat	Not Applicable	
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

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

Notes: This product does not offer two-way voice communication and is therefore not subject to the requirements of this section.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Supports	
7.1.2 Captioning synchronization	Supports	
7.1.3 Preservation of captioning	Supports	
7.1.4 Captions characteristics	Does Not Support	Canva does not allow users to adapt the displayed characteristics of captions to their requirements.
7.1.5 Spoken subtitles	Does Not Support	Canva does not provide spoken output for the available captions.
7.2.1 Audio description playback	Does Not Support	Canva does not support Audio Descriptions, so no controls for audio description tracks are provided.
7.2.2 Audio description synchronization	Not Applicable	
7.2.3 Preservation of audio description	Not Applicable	
7.3 User controls for captions and audio description	Captions: Supports Audio descriptions: Not Applicable	Canva includes controls to enable/disable captions along with the primary media controls.

Chapter [8: Hardware](#)

Notes: This product is not subject to the requirements of this section.

Chapter [9: Web](#) (see [WCAG 2.x section](#))

Notes: As detailed in Tables 1 and 2 of the WCAG 2.x Report section, Canva partially supports WCAG 2.2.

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

Notes: No presentations or documents outside of the Canva application were assessed for this ACR.

Chapter [11: Software](#)

Notes: Canva is a web application and is not subject to the requirements of this section.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	
12.1.2 Accessible documentation	Partially Supports	See information in WCAG 2.x section.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	
12.2.3 Effective communication	Supports	
12.2.4 Accessible documentation	Partially Supports	See information in WCAG 2.x section.

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

Notes: Not Applicable. Canva does not offer relay or emergency services.

Legal Disclaimer (Company)

The information herein is provided in good faith based on Canva at the time of the review and does not represent a legally binding claim. Please contact us to report any accessibility errors or conformance claim errors for re-evaluation and correction, if necessary.