

Canva iOS app Accessibility Conformance Report

International Edition

(Based on VPAT[®] Version 2.5)

Name of Product/Version:

Canva iOS app – January 2025

Report Date:

January 2025, Version 1.0

Product Description:

Canva app is an all-in-one visual communication platform that empowers the world to design. It is a simple way to create beautiful presentations, infographics, videos, t-shirts, websites, social media posts, and more.

Contact Information:

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

Notes:

The review was performed on the live Canva iOS app. 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:

- Log in and sign-up pages
- Home
- 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 (Authenticated)
- Search Bar (Templates)
- Design Viewer
- Home: Projects Tab (Authenticated)
- Settings
- Settings: Your account
- Settings: Login & security

- Settings: People
- Settings: Subscriptions
- Settings: Teams
- Home: Brand Tab
- Home: Brand Kit (Authenticated)
- Editor: Brand Kit
- Home: Brand Templates (Authenticated)
- Editor: Brand Templates
- Home: 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, toolsets and screen readers were used for evaluation:

- Canva App - VoiceOver with Safari on iPhone 11, iOS 18.0.1
- Colour Contrast Analyser
- Bluetooth keyboard

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 app has some failures of SC 2.1.2 No Keyboard Trap 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 the users of the Canva app.

Table 1: Success Criteria, Level A

Notes:

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: ○ Home: Print Templates (Authenticated) - Icons that are part of form control labels • Some meaningful images 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 ○ Design Viewer - QR code ○ Home: Templates - Carousel images
<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)	Does Not Support	Throughout the Canva app, the video templates lack a text/audio alternative, preventing some users from reliably choosing the right template.

Criteria	Conformance Level	Remarks and Explanations
• 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>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. However, the pages assessed on the Canva app did not have any synchronised media.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria • 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	Not Applicable	The pages assessed on the Canva app did not have any synchronised media.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
<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 app contains semantic markup (headings, lists, etc.) to designate text. Headings to help convey the presentation to assistive technologies. However, there are some exceptions: • Multiple controls nested inside a component result in not all controls being available for assistive technology users: ○ Home: Projects Tab (Authenticated) – Grid and list views ○ Home: Brand Templates (Authenticated) • Related items are not grouped in code: ○ Home: Print Templates (Authenticated) ○ Home: Projects Tab (Authenticated) ○ Design Viewer ○ Templates and other pages that contain lists and form controls.
<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)	Partially Supports	Canva app is developed in a meaningful and correct reading sequence that can be programmatically determined. However, there are some exceptions: • Some of the visually hidden content is presented to assistive technologies: ○ Home: Activity Sequences (Authenticated) modals

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Home: Brand Templates (Authenticated)
<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 app 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 color - Home - Home: Templates Tab (Authenticated) - Color alone is used to convey the meaning

Criteria	Conformance Level	Remarks and Explanations
		○ Home: Templates Tab (Authenticated) – Filters modal, colour filters ○ Home: Photos Templates (Authenticated) ○ Editor: Brand Kit
<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)	Not Applicable	All templates tested within the scope were video-only with no audio.
<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)	Partially Supports	Most of the Canva app's interactive elements are not focusable by keyboard users. • Nested controls (Favourites and More actions) ○ Home: Projects Tab (Authenticated) ○ Home: Brand Templates (Authenticated) • Design viewer: Keyboard functionality could not be verified due to an issue related to the focus indicators. • Brand kits on Home: Brand Kit (Authenticated) page cannot be reached

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		with a keyboard without using the search feature.
<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)	Partially Supports	Some bottom sheets that lack a close button result in a keyboard trap: - Home: Projects Tab (Authenticated) - Home: Brand Kit (Authenticated) - Home: Brand Templates (Authenticated) Keyboard functionality could not be verified due to an issue related to the focus indicators on Design Viewer pages. 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>2.1.4 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	Supports	The Canva app allows adding a modifier key in the Settings menu.
<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) 11.2.2.1 (Open Functionality Software)	Partially Supports	Canva app settings allow for the extension of notification timing. Although this works in most cases, the following exception exists: On the 'Home: Photos Templates (Authenticated)' page, when a new folder is created and the templates are moved

Criteria	Conformance Level	Remarks and Explanations
• 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)		to it, the notification confirming the folder creation is dismissed automatically. The page has no other visual change to confirm the successful action.
<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	The Canva app contains auto-updating carousels, videos, and accordions with no option to pause, stop, or hide the content. Such content is available on: • Design Viewer • Preview modals on ○ 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. 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	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 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)		
<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 • 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	

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (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	Canva app has a meaningful name which meets the note 1 requirement of Guidance on Applying WCAG 2 to Non-Web Information and Communications Technologies (WCAG2ICT).
2.4.3 Focus Order (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) • 602.3 (Support Docs)	Partially Supports	Frequently, in the Canva app, focusable elements do not receive focus in an order that preserves meaning and operability, including: • Focus is lost when new content is revealed or hidden. For example: On the template pages focus is lost when a filter is applied. • Projects: Focus remains on skip links when they are activated. • Edit presentations: Focus order could not be verified due to an issue related to the focus indicators. • Learning experience: Some of the visually hidden content is presented to keyboard users on : ○ Home: Templates Tab (Authenticated) and other template pages

Criteria	Conformance Level	Remarks and Explanations
		○ Home: Activity Sequences (Authenticated)
<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 app 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)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<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 app 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: • Some field labels do not have the correct label announced on: ○ Home: Docs Templates (Authenticated) ○ Home: Photos Templates (Authenticated) ○ Home: Education Templates (Authenticated) ○ Design Viewer ○ Settings: People
<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) Revised Section 508 – Does not apply	Supports	
<u>3.1.1 Language of Page</u> (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 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)		
<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) • 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)	Supports	

Criteria	Conformance Level	Remarks and Explanations
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) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508	Partially Supports	Canva app 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 - Design viewer - Home: Brand Kit (Authenticated) - Home: Projects Tab (Authenticated)

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		○ Activity Sequences (Authenticated) • Form controls are not labelled on ○ 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 .
<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)	Partially Supports	The name, role and value used in some Canva app's user interface elements are unavailable to assistive technologies: • On the Design viewer, many buttons do not have an accessible label.

Criteria	Conformance Level	Remarks and Explanations
• 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)		• 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 (Authenticated) – Sub-categories ○ Design Viewer

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<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	Canva app does not include live audio and video content.
<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) Revised Section 508	Not Applicable	The pages assessed on the Canva app did not have any synchronised media.

Criteria	Conformance Level	Remarks and Explanations
• 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	Does not Support	Landscape orientation is not supported on the Canva app.
<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	Not Applicable	
<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)	Partially Supports	The following text elements do not meet minimum contrast requirements in the Canva app: • App-wide - Placeholder text

Criteria	Conformance Level	Remarks and Explanations
• 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (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) • 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)	Does Not Support	Text scaling has been disabled in the Canva app. When the user changes the text size on their device, the app does not respect these changes.
<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)	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 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)		
<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	Does Not Support	Text scaling has been disabled in the Canva app. When the user changes the text size on their device, the app does not respect these changes.
<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)	Partially Supports	Some non-text components in the Canva app do not meet the minimum contrast requirements: • Icons such as paid plan and Starred icon on: ○ Home: Docs Templates (Authenticated) – Sub-categories ○ Home: Projects Tab (Authenticated) • Form control borders on: ○ Settings: Login & security ○ Settings: People

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		○ Home: Docs Templates (Authenticated) – Filters in sub-categories ○ Home: Projects Tab (Authenticated) • The default focus indicator fails to meet contrast requirements, especially against a coloured background. This can be seen on: ○ Home: Templates Tab (Authenticated) ○ Home: Projects Tab (Authenticated) ○ Home: Brand Kit (Authenticated) ○ Home: Brand Templates (Authenticated)
<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	Supports	The Canva app supports text spacing to the extent of the limited text spacing provided by the platform (iOS, Android) hosting the app.
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 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		
<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 app on most pages contains descriptive headings and text labels to inform assistive technology users of their location and current activity. However, there are some exceptions:

Criteria	Conformance Level	Remarks and Explanations
• 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 ○ Home: Docs Templates (Authenticated) – Sub-categories ○ Home: Brand kit (Authenticated) ○ Home: Projects (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)	Does Not Support	The Canva app does not have a focus indicator for most interactive controls. Where a focus indicator is present, a Bluetooth keyboard user must try a few different keystrokes before it becomes visible on the elements.
<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	On the elements which have a focus indicator, the element itself is hidden on the following pages: • Home: Projects Tab (Authenticated)

Criteria	Conformance Level	Remarks and Explanations
		• Home: Templates and the sub-category pages • Settings • Home: Brand Kit (Authenticated) • Home: Brand Templates (Authenticated) • Home: Activity Sequences (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) page, 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	Supports	
<u>3.1.2 Language of Parts</u> (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	

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.3 Consistent Navigation</u> (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) • 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>3.2.4 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	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>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) • 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>3.3.4 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	Supports	

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
<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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Screen readers do not announce some status messages in the Canva app. Some examples: • On the design viewer pages: ○ When presentations are shared ○ When carousel content changes ○ 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 app 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 app mostly 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 using linear swiping alone 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	Does Not Support	Canva app does not support platform text size scaling and does not fully support contrast adjustments. Refer to the WCAG 2.x section for details
302.3 Without Perception of Color	Partially Supports	Canva app does not use colour as the only means of conveying information. Colour is only used as a decorative or supplemental attribute of user interface elements. Textual

Criteria	Conformance Level	Remarks and Explanations
		representation is always used as 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 app does not include audio-only features that require hearing to be used.
302.5 With Limited Hearing	Supports	Canva app does not include audio-only features that require hearing to be used.
302.6 Without Speech	Supports	The Canva app does not include any features that rely on speech input, but it does have basic support for speech recognition tools.
302.7 With Limited Manipulation	Partially Supports	Canva app 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 generally 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.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Not Applicable	Canva app does not include any hardware requiring manual access.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Canva app 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 mobile app 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	Partially Supports	Refer to the WCAG 2.x section for details
502.3.2 Modification of Object Information	Partially Supports	Refer to the WCAG 2.x section for details
502.3.3 Row, Column, and Headers	Partially Supports	Refer to the WCAG 2.x section for details

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Partially Supports	Refer to the WCAG 2.x section for details
502.3.5 Modification of Values	Partially Supports	Refer to the WCAG 2.x section for details
502.3.6 Label Relationships	Partially Supports	Refer to the WCAG 2.x section for details
502.3.7 Hierarchical Relationships	Partially Supports	Refer to the WCAG 2.x section for details
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Partially Supports	Refer to the WCAG 2.x section for details
502.3.11 Actions on Objects	Partially Supports	Refer to the WCAG 2.x section for details
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Partially Supports	Refer to the WCAG 2.x section for details
502.4 Platform Accessibility Features	Not Applicable	Refer to the WCAG 2.x section for details
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	Refer to the WCAG 2.x section for details
503.3 Alternative User Interfaces	Not Applicable	Refer to the WCAG 2.x section for details
<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	Not Applicable	The pages assessed on the Canva app did not have synchronised media.

Criteria	Conformance Level	Remarks and Explanations
503.4.2 Audio Description Controls	Not Applicable	The pages assessed on the Canva app did not have synchronised media.
<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	Does Not Support	Accessibility and compatibility information (e.g., keyboard shortcuts, structure and names of objects) is only available in the Canva web application and not within the Canva app.
602.3 Electronic Support Documentation	Does Not Support	Documentation is only available in the Canva web application and not within the Canva app.

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does Not Support	Canva support services are only available in the Canva web application and not within the Canva app.
603.3 Accommodation of Communication Needs	Does Not Support	Canva support services are only available in the Canva web application and not within the Canva app.

EN 301 549 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Canva app mostly 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 using linear swiping alone 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	Does Not Support	Canva app does not support platform text size scaling and does not fully support contrast adjustments. Refer to the WCAG 2.x section for details.
4.2.3 Usage without perception of colour	Partially Supports	Canva app does not use colour as the only means of conveying information. Colour 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.
4.2.4 Usage without hearing	Supports	Canva app does not include audio-only features that require hearing to be used.
4.2.5 Usage with limited hearing	Supports	Canva app does not include audio-only features that require hearing to be used.
4.2.6 Usage with no or limited vocal capability	Supports	Canva app 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 app 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 generally 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 app does not include any hardware requiring manual access.

Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive seizure triggers	Supports	
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Canva app 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
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	Supports	
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: The Canva app 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	Not Applicable	The pages assessed on the Canva app did not have synchronised media.
7.1.2 Captioning synchronization	Not Applicable	As per 7.1.1
7.1.3 Preservation of captioning	Not Applicable	As per 7.1.1
7.1.4 Captions characteristics	Not Applicable	As per 7.1.1
7.1.5 Spoken subtitles	Not Applicable	As per 7.1.1
7.2.1 Audio description playback	Not Applicable	As per 7.1.1
7.2.2 Audio description synchronization	Not Applicable	As per 7.1.1
7.2.3 Preservation of audio description	Not Applicable	As per 7.1.1
7.3 User controls for captions and audio description	Not Applicable	As per 7.1.1

Chapter [8: Hardware](#)

Notes: The Canva mobile app is not subject to the requirements of this section.

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

Notes: The Canva app was assessed to WCAG 2.2, with the exceptions detailed in the W3C's Group Note [Guidance on Applying WCAG 2 to Non-Web Information and Communications Technologies](#). See the EN 301 549 notes in the Criteria column of the WCAG tables above.

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

Notes: No presentations or documents outside of the Canva app were tested for this ACR.

Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	
11.5.2.5 Object information	Partially Supports	Refer to the WCAG 2.x section for details
11.5.2.6 Row, column, and headers	Partially Supports	Refer to the WCAG 2.x section for details
11.5.2.7 Values	Partially Supports	Refer to the WCAG 2.x section for details
11.5.2.8 Label relationships	Partially Supports	Refer to the WCAG 2.x section for details

Criteria	Conformance Level	Remarks and Explanations
11.5.2.9 Parent-child relationships	Partially Supports	Refer to the WCAG 2.x section for details
11.5.2.10 Text	Supports	
11.5.2.11 List of available actions	Partially Supports	Refer to the WCAG 2.x section for details
11.5.2.12 Execution of available actions	Supports	
11.5.2.13 Tracking of focus and selection attributes	Supports	
11.5.2.14 Modification of focus and selection attributes	Supports	
11.5.2.15 Change notification	Partially Supports	Refer to the WCAG 2.x section for details
11.5.2.16 Modifications of states and properties	Supports	
11.5.2.17 Modifications of values and text	Supports	
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	
11.6.2 No disruption of accessibility features	Supports	
11.7 User preferences	Partially Supports	Refer to the WCAG 2.x section for details. High contrast modes do not have an option to match the system preference, but Autoplay and Reduce Motion do.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Canva editor was not verified as part of this report.
11.8.4 Repair assistance	Not Applicable	Canva editor was not verified as part of this report.

Criteria	Conformance Level	Remarks and Explanations
11.8.5 Templates	Not Applicable	Canva editor was not verified as part of this report.

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	Does Not Support	Accessibility and compatibility information (e.g., keyboard shortcuts, structure and names of objects) is only available in the Canva web application and not within the Canva app.
12.1.2 Accessible documentation	Does Not Support	Documentation is only available in the Canva web application and not within the Canva app.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Does Not Support	Canva support services are only available in the Canva web application and not within the Canva app.
12.2.3 Effective communication	Does Not Support	Canva support services are only available in the Canva web application and not within the Canva app.
12.2.4 Accessible documentation	Does Not Support	Canva support services are only available in the Canva web application and not within the Canva app.

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

Notes: The Canva app 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.