

Pendo.io Inc. – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Pendo Android App – Pendo.io, Inc.

Report Date: March 2026

Product Description: The Pendo Android mobile SDK enables organizations to deliver in-app guidance, messaging, and analytics within their own Android applications. End users interact with guides, tooltips, and other in-app experiences powered by Pendo, while product teams access Pendo via a separate web-based platform to configure and analyze these experiences.

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Notes: N/A

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Levels A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of user flows. Below is a list of the assistive technologies (ATs) used:

- NVDA/Chrome

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

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 be used only in WCAG Level AAA.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Decorative non-text content is marked as presentational.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	The product provides an alternative for time-based media that presents equivalent information for prerecorded audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Supports	The product provides captions for prerecorded synchronized media (video with audio).
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	The product provides appropriate audio descriptions or a media alternative for prerecorded video media.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Partially Supports	In most instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: • Slider controls "Slide 1 of 3", "Slide 2 of 3", and "Slide 3 of 3" do not receive TalkBack focus and cannot be accessed via swipe gestures. • Controls "0, Not at all likely" and "10, Extremely Likely" announce incorrect accessible names ("0, Poor" and "10, great" respectively). • Element "This is some placeholder text. Enjoy Guide Building!" is announced incorrectly by TalkBack.
1.3.2 Meaningful Sequence (Level A)	Supports	The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.
1.3.3 Sensory Characteristics (Level A)	Supports	The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	Supports	The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.
1.4.2 Audio Control (Level A)	Supports	The product does not include audio that plays automatically or for more than 3 seconds.
2.1.1 Keyboard (Level A)	Supports	The product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator.
2.1.2 No Keyboard Trap (Level A)	Supports	Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	The product does not contain time-limited or time-dependent content.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The product does not contain content that moves, blinks, scrolls, or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The product does not contain flashing content.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)	Supports	This success criterion does not apply to non-web software.
2.4.2 Page Titled (Level A)	Supports	The product is not implemented using markup languages subject to this criterion.
2.4.3 Focus Order (Level A)	Partially Supports	In most instances, screens of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: • Tab focus advances to slide content without activating the "Go to slide 2" control in the carousel navigation sequence. • Non-interactive placeholder text "This is some placeholder text. Enjoy Guide Building!" receives both tab and swipe focus. • Focus is not confined within the "What is your role?" modal dialog and tooltip components when opened.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	The product does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	The product ensures that functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.
2.5.3 Label in Name (Level A 2.1 only)	Supports	The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	The product does not contain functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	The product ensures that the default human language used on each screen can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	The product ensures that interface components do not initiate a change of context when receiving focus.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Supports	The product does not contain interface components subject to this criterion.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Help mechanisms occur in the same order relative to other page content in the product.
3.3.1 Error Identification (Level A)	Supports	Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A)	Supports	Where user input is required, the product presents adequate labels or instructions for successfully providing that input.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	User information that is required to be entered again in the same process is made available to the user without the user having to re-enter information.
4.1.1 Parsing (Level A)	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
4.1.2 Name, Role, Value (Level A)	Partially Supports	In most instances, the product contains user interface components whose name, role, state, and value can be programmatically determined, and whose state, properties, and value, where applicable, can be programmatically set. Exceptions include: • Slider controls "Slide 1 of 3", "Slide 2 of 3", and "Slide 3 of 3" do not receive TalkBack focus. • Controls "0, Not at all likely" and "10, Extremely Likely" announce incorrect accessible names ("0, Poor" and "10, great"). • Element "This is some placeholder text. Enjoy Guide Building!" announces incorrect name to TalkBack.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.
1.3.4 Orientation (Level AA 2.1 only)	Supports	The product does not restrict its view and operation to a single display orientation, such as portrait or landscape unless a specific orientation is essential.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	This success criterion does not apply to non-web software.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	In most instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include: - Numeric elements display white text (#FFFFFF) on light gray background (#BCBFC8) with contrast ratio of 1.838:1, below the required 4.5:1 minimum. - Placeholder text "Leave your feedback here" displays light gray text (#BDBCC1) on white background (#FFFFFF) with contrast ratio of 1.887:1, below the required 4.5:1 minimum.
1.4.4 Resize text (Level AA)	Supports	The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Supports	Except for logos, the product uses text instead of images of text.
1.4.10 Reflow (Level AA 2.1 only)	Supports	The product allows for resizing of content to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	In most instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include: • User interface components including "Close" button, carousel navigation controls "Go to slide 2 of 3" and "Go to slide 3 of 3" have contrast ratio of 2.739:1 against white background (#9C9BA8 on #FFFFFF), below the required 3:1 minimum. • Focus indicators fail to meet 3:1 contrast ratio, including "Close" button focus outline at 1.248:1 (#E6E6E6 on #FFFFFF) and focused state at 2.742:1 (#8A8A93 on #E6E6E6). • Focus outlines for "Product Manager", "Designer", and "Developer" controls have contrast ratio of 1.838:1 (#BCBFC6 on #FFFFFF), below the required 3:1 minimum.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	The product is not implemented using markup languages subject to this criterion.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	Content in the product that is triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content.
2.4.5 Multiple Ways (Level AA)	Supports	The product provides multiple ways to navigate through screens in the product.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels provided in the product adequately describe the topic or purpose of the content with which they are associated.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Partially Supports	In most instances, the product provides a visible indication of keyboard focus for elements on each screen. Exceptions include: • Interactive controls lack visible keyboard focus indicators, including Submit button, Close button, and rating scale controls (1 Poor through 5 Great, 0 Not at all likely through 10) • Focus indicators are either absent or insufficiently visible when navigating with Tab and arrow keys • Controls do not display visual indicators such as outlines when receiving keyboard focus
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	When user interface components receive keyboard focus they are, at minimum, partially visible.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	When dragging movement is needed for operation the product allows the functionality to be accomplished by a single pointer without dragging.

Criteria	Conformance Level	Remarks and Explanations
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports	The size of the target meets the requirements of this criterion in most instances. Exceptions include: - Multiple interactive elements fail to meet the minimum 48dp x 48dp touch target size requirement, including "Close" buttons appearing across multiple screens, form submission buttons ("Get Started", "Submit"), and rating scale controls ("1 Poor", "2", "3", "4", "5 Great", "Ø, Not at all likely"). - Touch targets do not meet the 24 CSS pixel minimum dimension standard and lack sufficient spacing to allow a 24px diameter circle centered on undersized targets without intersecting adjacent targets. - Accessibility Scanner tool identifies touch target violations on non-inline interactive controls that are author-modified and lack equivalent functionality through compliant alternatives on the same page.
3.1.2 Language of Parts (Level AA)	Supports	Screens of the product present content in a single language.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA)	Supports	The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.
3.2.4 Consistent Identification (Level AA)	Supports	This success criterion does not apply to non-web software.
3.3.3 Error Suggestion (Level AA)	Supports	Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The product does not cause financial transactions or legal commitments to occur. User-controllable data is checked before submission and can be reversed or revised after submission.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	The product does not require users to complete a cognitive function test during its authentication process.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	The product is not implemented using a markup language subject to this criterion.