

## VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE (VPAT) DOCUSIGN SIGNING EXPERIENCE – SPRING '16 RELEASE

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**Name of Product:** DocuSign Signing Experience – Spring '16 Release

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To help facilitate the accessibility of the DocuSign Signing Experience - Spring '16 Release, a screen reader mode link has been placed in the tab order and can be activated by the screen reader user prior to engaging with the document content. Using the screen reader mode in conjunction with Reading Zones specified by the document sender, enables vision impaired customers the flexibility of signing documents online.

\*Notwithstanding anything in this template to the contrary, the information provided related to website compliance represents DocuSign’s knowledge and belief as of the date stated above.

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## Section 1194.21 Software Applications an Operating Systems – Detail

Criteria	Supporting Features	Remarks and Explanations
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p>Supports</p>	<p>The Signing Experience - Spring '16 Release provides full keyboard support by avoiding the use of device dependent event handlers. All functions can be executed from a keyboard.</p> <p>The Adopt Signature/Initials feature has one option that requires an input device (mouse, signature pad, or touch screen) to draw a signature or initials. Equivalent options such as upload signature or select style are available by default and can be configured to allow the user to Print and Sign to complete the document offline.</p>
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Supports with Exceptions</p>	<p>The Signing Experience - Spring '16 Release does not disrupt accessibility features and employs accessibility enhancements such as ARIA to improve accessibility. The Signing Experience - Spring'16 Release honors high contrast mode settings of the operating sSystem with the exception of white on a black background.</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supports with Exceptions</p>	<p>The Signing Experience - Spring '16 Release provides standard focus indication provided by the browser. In addition, visual focus events that are triggered by mouse hover are also triggered by keyboard focus.</p>
<p>(d) Sufficient information about a user interface</p>	<p>Supports</p>	<p>The Signing Experience - Spring '16 Release is designed to use labels to identify interactive</p>

<p>element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>		<p>elements. Graphics or images have either a readable and visible label or alternative text to describe them unless they are considered decorative.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports</p>	<p>In the Signing Experience - Spring '16 Release bitmap images are used consistently for each function in the application Each unique image is used to indicate only one function. Images that convey meaning have appropriate alternative text attributes. Images that are deemed decorative contain empty alt attributes.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supports</p>	<p>The Signing Experience – Spring '16 Release supports the display of text through operating system functions that is usable by assistive technology.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports with Exceptions</p>	<p>The Signing Experience - Spring '16 Release does not override user selected contrast and color selections. Certain user enabled high contrast settings within the operating system may not render sufficiently such as white on a black background.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Supports</p>	<p>The Signing Experience - Spring '16 Release does not use color alone to convey information or indicate an action. Users are not expected to select a colored button or function to interact with digital content.</p>
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Not Applicable</p>	<p>The Signing Experience - Spring '16 Release does not permit a user to adjust color or contrast settings. Senders can leverage Branding controls to manage color.</p>
<p>(k) Software shall not use flashing or blinking text,</p>	<p>Not Applicable</p>	<p>The Signing Experience - Spring '16 Release does not use flashing or blinking text.</p>

objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.		
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	All form elements within the Signing Experience – Spring '16 Release are properly labeled and all forms are designed to be completed and submitted with accessibility in mind. For example, required fields include the word "Required" in the tooltip. Upon selecting the Finish button, the user is informed of missing or erroneous input field content and focus is shifted to the first erroneous field. The Reading zone feature can be used to enforce a logical tab order.

### Section 1194.22 Web-Based Internet Information and Applications – Detail

Criteria	Supporting Features	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	Images have text equivalents. Images used for spacing or identified as being for decoration only have empty alt attributes.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	The Signing Experience – Spring '16 Release does not contain multimedia elements
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	The Signing Experience – Spring '16 Release does not use color alone to convey information. Users are not expected to select a colored button or function to interact with digital content.  Note: envelope senders have the ability to adjust color and instructional text settings which could affect the impact to signers.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with Exceptions	The Signing Experience – Spring '16 Release is a web- based application. The product's user interface depends on the availability of associated style sheets be enabled to function. Nonetheless, when a user accesses the application with assistive technology, the information is communicated in a meaningful sequence. Furthermore, the Reading Zone feature coupled with the Screen Reader mode

		ensures proper reading order of content by screen readers.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	The Signing Experience –Spring '16 Release does not contain any server-side image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	The Signing Experience – Spring '16 Release does not contain any client-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports	The Signing Experience – Spring '16 Release uses column headers for data tables.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports	The Document History dialog uses a data table to display activity history. This is not a complex table, table headers are used and row and column data can be inferred. The Electronic Record and Signature Disclosure dialog is configurable and therefore may contain table markup if inserted by the administrator.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports with Equivalent Facilitation	The Signing Experience – Spring '16 Release makes limited use of iFrames. While those specific iFrames do not have a name or title attribute, DocuSign does not consider this to be a violation of this provision as the iFrames are found within dialog windows that employ semantic markup and headings that describe their contents/purpose.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	The Signing Experience - Spring '16 Release does not use flashing or blinking text.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	The Signing Experience- Spring '16 Release does not use any text-only page alternatives.

<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p>Supports</p>	<p>All core functionality that relies on scripting is accessible to assistive technology users. When a user selects the screen reader mode this initiates a screen reload during which the user receives verbal cues to please wait while the screen reloads.</p>
<p>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	<p>Supports with Exception</p>	<p>The Signing Experience – Spring '16 Release uses an icon to indicate links to PDF files. At this time no link is explicitly provided to direct the user to Adobe website to download to the Adobe Reader.</p>
<p>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports</p>	<p>All form elements within the Signing Experience – Spring '16 Release are properly labeled and all forms are designed to be completed and submitted with accessibility in mind. For example, required fields include the word “Required” in the tooltip. Upon selecting the Finish button, the user is informed of missing or erroneous input field content and focus is shifted to the first erroneous field. The Reading zone feature can be used to enforce a logical tab order.</p>
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports</p>	<p>As each Signing Experience envelope is unique, a signer does not encounter instances of repetitive navigation so a method to skip repetitive navigation (e.g. skip to content) is not applicable. Dialogue windows utilize headings which enable users to bypass blocks of content.</p>
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Supports</p>	<p>Session timeout are configurable by the envelope sender up to a threshold of 120 minutes of inactivity.</p> <p>Prior to session expiration, a dialogue window will appear alerting the user to the pending expiration. Opting to continue and closing the warning dialogue will continue/extend the user’s session.</p>

## Section 1194.23 Telecommunications Products – Detail

Criteria	Supporting Features	Remarks and Explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	This Criterion is not relevant to the Signing Experience
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	This Criterion is not relevant to the Signing Experience.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	This Criterion is not relevant to the Signing Experience
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not Applicable	This Criterion is not relevant to the Signing Experience
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	This Criterion is not relevant to the Signing Experience

<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	<p>Not Applicable</p>	<p>This Criterion is not relevant to the Signing Experience</p>
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable</p>	<p>This Criterion is not relevant to the Signing Experience</p>
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Not Applicable</p>	<p>This Criterion is not relevant to the Signing Experience</p>
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>	<p>Not Applicable</p>	<p>This Criterion is not relevant to the Signing Experience</p>
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery. information</p>	<p>Not Applicable</p>	<p>This Criterion is not relevant to the Signing Experience</p>



necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.		
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable	This Criterion is not relevant to the Signing Experience
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable	This Criterion is not relevant to the Signing Experience
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable	This Criterion is not relevant to the Signing Experience
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible	Not Applicable	This Criterion is not relevant to the Signing Experience

either through touch or sound.		
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### Section 1194.24 Video and Multi-Media Products – Detail

Criteria	Supporting Features	Remarks and Explanations
a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	Not Applicable	This Criterion is not relevant to the Signing Experience
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	This Criterion is not relevant to the Signing Experience
(c) All training and informational video and	Not Applicable	This Criterion is not relevant to the Signing Experience

multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.		
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not Applicable	This Criterion is not relevant to the Signing Experience
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	This Criterion is not relevant to the Signing Experience

#### Section 1194.25 – Self-contained, Closed Products – Detail

Criteria	Supporting Features	Remarks and Explanations
(a) Self-contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	This Criterion is not relevant to the Signing Experience
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	This Criterion is not relevant to the Signing Experience
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that	Not Applicable	This Criterion is not relevant to the Signing Experience

complies with §1194.23 (k) (1) through (4).		
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	This Criterion is not relevant to the Signing Experience
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at any time.	Not Applicable	This Criterion is not relevant to the Signing Experience
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	This Criterion is not relevant to the Signing Experience
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not Applicable	This Criterion is not relevant to the Signing Experience
(h) When a product permits a user to adjust color and contrast settings, a range of	Not Applicable	This Criterion is not relevant to the Signing Experience

color selections capable of producing a variety of contrast levels shall be provided.		
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	This Criterion is not relevant to the Signing Experience
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48-inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	Not Applicable	This Criterion is not relevant to the Signing Experience
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.	Not Applicable	This Criterion is not relevant to the Signing Experience
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than	Not Applicable	This Criterion is not relevant to the Signing Experience

10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.		
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	Not Applicable	This Criterion is not relevant to the Signing Experience

#### Section 1194.26 Desktop and Portable Computers – Detail

Criteria	Supporting Features	Remarks and Explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not Applicable	This Criterion is not relevant to the Signing Experience
(b) If a product utilizes touch screens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	This Criterion is not relevant to the Signing Experience
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	This Criterion is not relevant to the Signing Experience
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable	This Criterion is not relevant to the Signing Experience

## Section 1194.31 Functional Performance Criteria – Detail

Criteria	Supporting Features	Remarks and Explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	The Signing Experience – Spring '16 Release supports screen reader use (the assistive technology most often used by users with no vision.) Users without vision typically rely on keyboard access, textual equivalents, form fields that provide explicit labels/title, and other structural markup such as list and heading elements.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports with Exception	The Signing Experience – Spring '16 Release provides support for low vision by supporting zooming in the browser, and being compatible with screen magnification software. It follows the high contrast mode set in the OS but does not render all information sufficiently when high contrast mode is white on a black background.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	The Signing Experience –Spring '16 Release does not require sound or hearing for operation or information retrieval.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	The Signing Experience – Spring '16 Release does not utilize or require audio to function.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive	Supports	Speech is not utilized or required for any features within the Signing Experience – Spring '16 Release.

Technology used by people with disabilities shall be provided.		
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions that is operable with limited reach and strength shall be provided.	Supports	The Signing Experience – Spring '16 Release does not require the user to have fine motor control in order to operate any features. The application supports keyboard accessibility. The user may also use voice activation assistive technology to interact with the application.

### Section 1194.41 Information Documentation and Support – Detail

Criteria	Supporting Features	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Product support documentation can be found online in the DocuSign support center. Upon request, DocuSign will provide alternative, accessible formats of any documentation. For additional information, contact <a href="mailto:productinfo@docusign.com">productinfo@docusign.com</a> .
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	DocuSign's online end user documentation provides descriptions of the accessibility features of the Signing Experience – Spring '16 Release.  Upon request, DocuSign will provide alternative, accessible formats of any documentation. For additional information, contact <a href="mailto:productinfo@docusign.com">productinfo@docusign.com</a> .
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	DocuSign provides support services through a variety of methods including: online help guides, online forums, how to videos, email, live chat and phone support. For additional, contact <a href="mailto:productinfo@docusign.com">productinfo@docusign.com</a> .