

Accessibility Audit Report – TicketForce System (Backend)

Audit Date: June 17, 2025

Audited by: Crionet Innovation Team

Methodology: Combined automated and manual testing (Axe, Lighthouse, WAVE, screen reader, keyboard navigation)

Summary

This report outlines the accessibility issues identified on the TicketForce System (Backend) based on testing conducted on June 17, 2025. The audit was carried out using both automated tools and manual review techniques. The current state of the platform is **partially compliant** with WCAG 2.2 Level AA. The issues listed below are grouped by WCAG criteria and indicate the severity level for each.

Key Accessibility Issues Identified

Issue Description	WCAG Criteria	Severity
Missing alternative text for images	1.1.1	Critical
Form fields without labels or with unlinked (orphan) labels	1.1.1, 1.3.1, 2.4.6, 3.3.2	Critical
Missing page regions (landmarks) for navigation	1.3.1, 2.4.1	Major
Missing main heading (H1) on several pages	1.3.1, 2.4.6	Major
Incorrect heading hierarchy	1.3.1, 2.4.1, 2.4.6	Major
Text too small for readability	—	Minor
Empty buttons or links without discernible text	1.1.1, 2.4.4	Major
Insufficient color contrast	1.4.3	Critical
Redundant links	2.4.4	Minor
Empty table headers ()	1.3.1	Major
There are words or phrases in different languages	3.1.2	Critical
Form fields with multiple associated labels	1.1.1, 1.3.1, 2.4.6, 3.3.2	Major
Text zoom is not supported up to 200%	1.4.4	Major
There are some error messages that do not explain the problem	3.3.1	Critical
Mouse-only actions with no keyboard equivalent	2.1.1	Critical
Layout not optimized for mobile or tablet use	1.4.10, 1.3.4, 1.4.4, 1.3.1	Major

Error messages are missing or unclear when form submission fails, preventing users from understanding what needs to be corrected	3.3.1, 3.3.3	Critical
Possible browser incompatibilities due to parsing errors	4.1.1	Minor

Notes

- **Critical:** Prevents users with disabilities from completing key tasks.
- **Major:** Significantly impairs usability or understanding.
- **Minor:** Low impact but should be corrected.

This report serves as an annex to the Accessibility Statement and supports the definition of the ongoing Remediation Plan.

Prepared for: Crionet Innovation Team

Date of Report: June 17, 2025