

Accessibility Conformance Report (VPAT)

ZenFlip Accessibility Conformance Report

Based on VPAT® Version 2.5Rev — International Edition (ITI, April 2025)

Name of Product/Version: ZenFlip — Interactive Flipbook Platform (web), October 2026 **Report Date:** 2026-10-21 **Product Description:** A hosted platform that converts PDFs into interactive online publications. This report covers the reader (the published flipbook, in flip, scroll and text views), the reader gates, the authenticated dashboard and editor, and the public marketing and library pages. **Contact Information:** support@zenflip.io — Zentrovia Solutions **Notes:** This is a **self-assessment**. It is not an independent third-party audit, and it should not be read as one. Where a criterion is supported by a third party's implementation rather than ours, the row says so.

Evaluation Methods Used

Method	Detail
Automated	axe-core 4.11.1 via @axe-core/playwright, tags wcag2a wcag2aa wcag21a wcag21aa wcag22aa, across every reader state, both themes, 320px to 1280px.
Scripted behaviour	57 tests in playwright-e2e/journeys/11-reader-accessibility.spec.ts and 5 in 13-auth-accessibility.spec.ts: keyboard sweeps of every tab stop in flip, scroll and Text view; pages exposed to assistive technology matched against pages actually drawn; reflow; reduced motion; pointer gestures; contrast measured from rendered pixels.
Real screen readers	VoiceOver on macOS 26 with Chrome, driven by guidepup, 2026-10-21. NVDA 2026.2 on Windows 11 with Chrome, 2026-10-21, automated and by hand, against a 68-page customer publication. JAWS 2026 on Windows 11 with Chrome, 2026-09-23 — not repeated since the October changes .
Manual	Keyboard-only operation, accessibility-tree inspection, and per-criterion review.

Scope of testing: the reader is the most heavily tested surface. The editor, dashboard and admin have had automated axe coverage only. Where that limits confidence, the row says so.

Applicable Standards/Guidelines

Standard/Guideline	Included in Report
WCAG 2.0 (ISO/IEC 40500)	Level A — Yes; Level AA — Yes; Level AAA — No
WCAG 2.1	Level A — Yes; Level AA — Yes; Level AAA — No
WCAG 2.2	Level A — Yes; Level AA — Yes; Level AAA — No

Revised Section 508 (36 CFR 1194, Appendix A, B, C)	Yes
EN 301 549 v3.2.1 (2021-03)	Yes

Terms

Term	Meaning
Supports	The functionality of the product has at least one method that meets the criterion without known defects, or meets it with equivalent facilitation.
Partially Supports	Some functionality does not meet the criterion.
Does Not Support	The majority of 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. Permitted only for WCAG Level AAA.

WCAG 2.x Report

Criteria below are from WCAG 2.2. Where a criterion also appears in WCAG 2.0 or 2.1, the same determination applies.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Supports	Tagged figures render with the PDF's own alt text; page images are <code>aria-hidden</code> where a text layer exists; image-only pages fall back to stored alt text. Toolbar icons are hidden from assistive technology. The publication page flags tagged images that have no alt text so the publisher can fix their source
1.2.1 Audio-only and Video-only (Prerecorded)	Supports	Audio and video hotspots take a transcript, typed or uploaded as .txt/.vtt/.srt. Readers open it from the audio player or under the video in its popup, and every transcript is also in Text view. Hotspots with one are announced as "transcript available". The editor flags each clip that has neither a transcript nor captions, and lists them all for the publication. Whether a clip has one is the publisher's choice: ZenFlip provides the mechanism, it cannot write the transcript

1.2.2 Captions (Prerecorded)	Supports	Uploaded video takes a WebVTT or SubRip caption file, played as a native captions track (the reader turns it off with the player's CC button) in popup and inline mode. YouTube and Vimeo hotspots use the host player's captions. Audio clips take the same caption files, shown line by line in the audio player
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports	Met through the media alternative: a video's transcript, which the editor prompts publishers to write so that it covers what happens on screen as well as speech. Shown under the video in its popup and in Text view
1.3.1 Info and Relationships	Supports	Tagged-PDF structure is rendered as real headings, lists, tables and figures in the screen-reader layer, with scope="col" and scope="row" on table headers. Each page is a named group carrying aria-roledescription="page" — a group rather than a landmark since 2026-10-21, because one landmark per page gave 71 landmark stops on a 68-page issue and made landmark navigation useless. Covered by journey 11F.
1.3.2 Meaningful Sequence	Supports	Flip view renders the whole book's text once, in page order, outside the flipbook, so reading order does not change as pages turn. Verified with VoiceOver and NVDA on a customer publication, 2026-10-21.
1.3.3 Sensory Characteristics	Supports	Instructions do not rely on shape, size or position alone
1.4.1 Use of Color	Supports	Active states carry a non-colour indicator (aria-selected, aria-current, ring borders)
1.4.2 Audio Control	Supports	Page-turn sound has a mute control and the M shortcut; page autoplay is video-only, muted, one per page; audio hotspots start on activation and stop when the reader leaves the page
2.1.1 Keyboard	Supports	Every reader function is operable by keyboard, including page turning. After a page turn the next-page control is the FIRST tab stop, which it was not before 2026-10-21: it sat four stops away behind Go to first page and Prev page, reported by a customer's accessibility specialist. Each tab stop is named, on screen and focus-indicated in flip, scroll and Text view — swept by journey 11F.
2.1.2 No Keyboard Trap	Supports	Every dialog, menu and panel returns focus to its opener; Escape closes dialogs, menus, search, sidebar and hotspot pop-ups
2.1.4 Character Key Shortcuts	Supports	Single-key shortcuts are suppressed while a text field or menu has focus, and are active only when the viewer has focus
2.2.1 Timing Adjustable	Supports	The viewer has no session timeout. Dashboard, admin and reader-portal sessions warn two minutes before an idle sign-out, with an action to extend (<i>fixed 2026-09-22; the previous report described this criterion inaccurately</i>)
2.2.2 Pause, Stop, Hide	Supports	Automatic page turning has an explicit Pause/Resume control and is off by default under prefers-reduced-motion
2.3.1 Three Flashes or Below Threshold	Supports	No content flashes more than three times per second

2.4.1 Bypass Blocks	Supports	Skip links to the page content and to the page navigation come first in the tab order, plus a link to the whole-publication Text view. "Skip to page navigation" moved no focus at all between March and 21 October 2026 because its target could not receive focus; a test asserted the link existed but never activated it. Both now assert where they land.
2.4.2 Page Titled	Supports	Descriptive, distinct titles on viewer and editor pages
2.4.3 Focus Order	Supports	A reader-requested page turn moves reading into the new page. A failed sign-in used to drop focus onto the body; it now moves to the error. Journeys 11 and 13.
2.4.4 Link Purpose (In Context)	Supports	PDF link hotspots are named by the words printed under them, or by site plus readable path where there are none; every page's links are reachable from anywhere in the book
2.5.1 Pointer Gestures	Supports	Pages can be turned by dragging a corner, and equally by single-pointer controls in the toolbar and at the end of each page's text. Asserted by journey 11G rather than assumed.
2.5.2 Pointer Cancellation	Supports	Activation occurs on up-event; a drag that starts on a hotspot does not activate it
2.5.3 Label in Name	Supports	Visible control text is contained in the accessible name (for example the toolbar's "Prev" button is named "Prev page") (<i>corrected 2026-09-22</i>)
2.5.4 Motion Actuation	Not Applicable	No motion-actuated functionality
3.1.1 Language of Page	Supports	Page language is declared; HTML and SCORM exports take the publication's language rather than a hardcoded value
3.2.1 On Focus	Supports	Focusing any viewer control changes no context: no navigation, no dialog. Asserted across the toolbar by journey 11G.
3.2.2 On Input	Supports	Typing a page number navigates only on Enter. Asserted by journey 11G.
3.2.6 Consistent Help	Supports	Help mechanisms (AI assistant, Help Centre, Contact) appear in the same relative order across marketing, help and product pages — verified 2026-09-23 (<i>new in WCAG 2.2</i>)
3.3.1 Error Identification	Supports	Errors are described in text and announced through role="alert" on every surface. The access-password gate additionally sets aria-invalid and ties the message to the field with aria-describedby; the lead and paywall gates use aria-describedby; login and signup rely on the alert alone, because the message deliberately does not say which credential was wrong. Corrected 2026-10-21 after inspection found no aria-invalid on those forms, which an earlier wording claimed.
3.3.2 Labels or Instructions	Supports	Gate, lead-capture and account form labels are programmatically associated
3.3.7 Redundant Entry	Supports	Account creation is a single step and asks for nothing twice; payment details are collected once, by Stripe. Asserted by journey 13. (<i>new in WCAG 2.2</i>)
4.1.1 Parsing (Obsolete and removed)	Not Applicable	Obsolete and removed in WCAG 2.2; retained in the numbering only.

4.1.2 Name, Role, Value	Supports	No <code>role="application"</code> ; no nested interactive controls; menus, dialogs, embeds and the cookie banner use correct roles and states. A regression test asserts these
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Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	No live media
1.2.5 Audio Description (Prerecorded)	Partially Supports	There is no audio-description track. A transcript satisfies 1.2.3 but not this criterion, which needs the visual information in audio. A publisher can meet it by uploading a version of the video with description narrated into its soundtrack, but ZenFlip offers nothing specific for that
1.3.4 Orientation	Supports	Both orientations supported
1.3.5 Identify Input Purpose	Supports	<code>autocomplete</code> declared on name, email, organisation and password fields across signup, gates, lead capture and the tenant portal (<i>completed 2026-09-22</i>)
1.4.3 Contrast (Minimum)	Supports	Text colour tokens corrected across reader, storefront and dashboard; publisher brand colours used as text pass through a readable-accent helper
1.4.4 Resize Text	Supports	Text view reflows real text at 200%
1.4.5 Images of Text	Supports (<i>alternate version</i>)	Flipbook pages are images of the source PDF. Text view is provided as a conforming alternate version — the whole publication as HTML text, reachable from every publication through a skip link
1.4.10 Reflow	Supports (<i>alternate version</i>)	Text view passes axe at 320px with no horizontal scrolling. Flip view does not reflow; scroll view and Text view are the reflowing paths
1.4.11 Non-text Contrast	Supports	User-interface components measured from RENDERED PIXELS in light and dark mode, 12:1 to 19:1 against their own backgrounds; inactive controls are excluded, as this criterion allows. Contrast computed from CSS was wrong four times before pixels were used — translucent chips must be composited over the root, and an icon's colour may come from stroke, fill or <code>currentColor</code> . Covered by journey 11G.
1.4.12 Text Spacing	Supports	Verified 2026-09-23: applying the 1.4.12 spacing overrides to Text view and the viewer chrome loses no content and clips nothing
1.4.13 Content on Hover or Focus	Supports	Tooltips are dismissible with Escape, stay while hovered, and are hidden from assistive technology as visual duplicates (<i>the previous report claimed this before it was true</i>)
2.4.5 Multiple Ways	Supports	Contents list, search, thumbnails, page input, and Text view's own contents
2.4.6 Headings and Labels	Supports	Page regions labelled "Page N"; headings come from the publication

2.4.7 Focus Visible	Supports	Visible focus on every control; the page a reader moves to is outlined. A focused skip link was still clipped to nothing — fixed 2026-09-23
2.4.11 Focus Not Obscured (Minimum)	Supports	A focused page-navigation button sat entirely behind the cookie banner, which is pinned to the same edge — fixed 2026-09-23 by reserving the banner's height; the banner itself did not move (<i>new in WCAG 2.2</i>)
2.5.7 Dragging Movements	Supports	The drag-to-turn gesture has a single-pointer alternative in the toolbar and per page. Newly asserted 2026-10-21 — the alternative existed but nothing tested it, so a refactor could have removed it silently. (<i>new in WCAG 2.2</i>)
2.5.8 Target Size (Minimum)	Supports	Pointer targets meet 24 by 24 CSS pixels. The inline video player's close button was 20 by 20 until 21 October 2026 — the only way out of an inline video — found by an axe rule that had been failing in our own suite for weeks. (<i>new in WCAG 2.2</i>)
3.1.2 Language of Parts	Supports	Book text carries the publication's language while the interface keeps the reader's locale, so a French publication is not read in an English voice (<i>corrected since the previous report</i>)
3.2.3 Consistent Navigation	Supports	Navigation is consistent across views and pages
3.2.4 Consistent Identification	Supports	The page controls carry the same names and the same order in flip and scroll view. Asserted by journey 11G.
3.3.3 Error Suggestion	Supports	Errors describe the correction; the page input auto-corrects out-of-range values
3.3.4 Error Prevention (Legal, Financial, Data)	Supports, in part through a third party	Deletion of an account, organisation or publication requires an explicit confirmation in ZenFlip, and that part is ours. The payment step is not. Purchases complete on Stripe's hosted Checkout, so the review-before-charge that satisfies this criterion is Stripe's implementation, on Stripe's page, and is covered by Stripe's own accessibility reporting rather than this one. We state it this way deliberately: claiming the criterion outright would credit ourselves with conformance we do not control and cannot regression-test — stated 2026-10-21
3.3.8 Accessible Authentication (Minimum)	Supports	Email and password, with paste permitted and autocomplete tokens on every identity field so a password manager can fill the form; Google sign-in and SSO are alternatives. No puzzle or recall test. Turnstile appears on signup only, is optional, and is verified only when a token is sent. Asserted by journey 13. (<i>new in WCAG 2.2</i>)
4.1.3 Status Messages	Supports	Page turns are announced once through a polite live region, naming BOTH pages of a desktop spread since 21 October 2026 — "Pages 3-4 of 68". It previously named only the left page, so a listener was never told the right-hand page was on screen.

Table 3: Success Criteria, Level AAA

Not evaluated. This report claims conformance to Level AA only.

Revised Section 508 Report

Notes: ZenFlip is web software delivered through a browser. It includes no hardware and no closed functionality.

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The reader exposes every page's text, headings, tables, figure descriptions and media transcripts to a screen reader, and is operable by keyboard throughout. Verified with VoiceOver and NVDA against a customer publication. One limit is stated below the tables: during continuous read-aloud the visual display does not track the reading position.
302.2 With Limited Vision	Supports	Reflows at 320px with no horizontal scrolling; honours browser zoom to 200%; a dark theme is provided; user-interface contrast measured at 12:1 or better from rendered pixels.
302.3 Without Perception of Colour	Supports	No information is conveyed by colour alone; errors are announced in text and marked with icons and wording.
302.4 Without Hearing	Supports	Audio and video hotspots carry written transcripts, or captions rendered as a transcript. Text view carries them too.
302.5 With Limited Hearing	Supports	As 302.4; media volume is under user control.
302.6 Without Speech	Not Applicable	No function requires speech input.
302.7 With Limited Manipulation	Supports	Everything is operable by keyboard. Dragging a page corner has single-pointer alternatives in the toolbar and at the end of each page. Pointer targets meet 24 by 24 CSS pixels.
302.8 With Limited Reach and Strength	Supports	As 302.7; no timed interactions, and automatic page turning can be paused.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	A plain Text view presents the whole publication as one HTML page; read-aloud with word highlighting; consistent navigation; no time limits; errors described in words.

Chapter 4: Hardware

Not Applicable — ZenFlip is web software and supplies no hardware.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
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501.1 Scope	—	ZenFlip is a web application; the requirements of Chapter 5 are met through the WCAG tables above, as 504.2 permits for software with a user interface.
502 Interoperability with Assistive Technology	Supports	Standard HTML and ARIA; no <code>role="application"</code> ; tested with VoiceOver, NVDA and (September) JAWS.
503 Applications	Supports	User preferences for colour scheme, contrast and reduced motion are honoured; <code>prefers-reduced-motion</code> opens the publication in scroll view with no page-turn animation.
504 Authoring Tool	Partially Supports	The editor prompts for alt text and preserves tagged-PDF structure through conversion, and the accessibility checker reports what a publication is missing. It does not block publishing an inaccessible document, and the editor itself has had automated testing only.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	The help centre documents keyboard shortcuts, the Text view, read-aloud and the accessibility checker.
602.3 Electronic Support Documentation	Supports	Documentation is HTML on the same platform and is covered by the WCAG tables above.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	No non-electronic documentation is supplied.
603.2 Information on Accessibility and Compatibility Features	Supports	Support is by email and in-product chat; accessibility questions reach a human.
603.3 Accommodation of Communication Needs	Supports	Email and in-product chat are both available; neither requires speech or hearing.

EN 301 549 Report

Notes: ZenFlip is a web application. Clauses covering hardware, two-way voice, closed functionality and relay services do not apply.

Clause 4: Functional Performance Statements

Criteria	Conformance Level	Remarks and Explanations
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4.2.1 Usage without vision	Supports	See 302.1 above.
4.2.2 Usage with limited vision	Supports	See 302.2 above.
4.2.3 Usage without perception of colour	Supports	See 302.3 above.
4.2.4 Usage without hearing	Supports	See 302.4 above.
4.2.5 Usage with limited hearing	Supports	See 302.5 above.
4.2.6 Usage with no or limited vocal capability	Not Applicable	No function requires speech.
4.2.7 Usage with limited manipulation or strength	Supports	See 302.7 above.
4.2.8 Usage with limited reach	Supports	See 302.8 above.
4.2.9 Minimize photosensitive seizure triggers	Supports	Nothing flashes. Page-turn animation is smooth and is suppressed entirely under <code>prefers-reduced-motion</code> .
4.2.10 Usage with limited cognition, language or learning	Supports	See 302.9 above.
4.2.11 Privacy	Supports	No accessibility feature requires disclosing anything a sighted user would not disclose; password fields are masked and support password managers.

Clause 5: Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Not Applicable	ZenFlip runs in the user's own browser with their own assistive technology.
5.2 Activation of accessibility features	Supports	No accessibility feature must be switched on; platform settings such as reduced motion are honoured automatically.
5.3 Biometrics	Not Applicable	No biometric identification.
5.4 Preservation of accessibility information during conversion	Partially Supports	Tagged-PDF headings, lists, tables and figure descriptions are carried into the published publication. An untagged source PDF cannot be enriched, and the accessibility checker reports that to the publisher.
5.5 Operable parts	Supports	All controls are keyboard operable and named.
5.6 Locking or toggle controls	Supports	Toggle controls expose their state through <code>aria-pressed</code> .
5.7 Key repeat	Not Applicable	Determined by the user's own platform.

5.8 Double-strike key acceptance	Not Applicable	As 5.7.
5.9 Simultaneous user actions	Supports	No function requires simultaneous actions.

Clause 6: ICT with Two-Way Voice Communication

Not Applicable — no voice communication.

Clause 7: ICT with Video Capabilities

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Supports	Publisher-supplied captions are rendered by the browser's own track support, with a transcript alternative.
7.2 Audio description technology	Partially Supports	Audio description is not provided or required by the platform; written transcripts are carried instead. Whether a given video has description is the publisher's choice.
7.3 User controls for captions and audio description	Supports	Caption controls are the player's own and are keyboard accessible.

Clause 8: Hardware

Not Applicable — no hardware.

Clause 9: Web

Supports, as recorded in the WCAG tables above. Clause 9 adopts WCAG 2.1 Level A and AA; every criterion is reported in Table 1 and Table 2.

Clause 10: Non-Web Documents

Criteria	Conformance Level	Remarks and Explanations
10.1 - 10.6	Partially Supports	Publications are delivered as web content, covered by clause 9. A PDF download is offered where the publisher enables it, and that file's own accessibility is the publisher's, determined by the PDF they uploaded.

Clause 11: Software

Supports, as recorded in the WCAG tables above. ZenFlip has no non-web software component.

Clause 12: Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Supports	See 602 above.
12.2 Support services	Supports	See 603 above.

Clause 13: ICT Providing Relay or Emergency Service Access

Not Applicable — ZenFlip provides neither.

Known limits, stated rather than left to be found

Continuous read-aloud does not move the displayed page. When a screen reader reads continuously — NVDA's say all, VoiceOver's read-from-here — the whole publication is read in order, and the flipbook stays on the spread it was on. No browser exposes a screen reader's reading cursor to a web page, and continuous reading moves no keyboard focus for a page to observe. Cursor and keyboard navigation do carry the book. Each page's text ends with a next-page control so a reader can bring the display along at any boundary. Confirmed with NVDA, 2026-10-21.

Publisher-supplied content. Alt text quality, colour contrast inside page images, reading order in a complex layout and audio description are properties of the uploaded PDF. The accessibility checker reports what is missing; it cannot repair it. **We do not test colour contrast inside page images**, and tell publishers so.

JAWS has not been re-tested since the October changes. The September pass found no JAWS-specific defect. JAWS remains the most used screen reader in United States education and government, and a fresh pass is outstanding.

Surfaces other than the reader have automated coverage only. The editor, dashboard and admin have not been through a keyboard or screen-reader pass.

This is a self-assessment. No independent audit has been carried out. Internally we track, criterion by criterion, which determinations are backed by an automated test and which rest on judgement; ask if you would like to see that breakdown.

Remediation roadmap

The five Partially Supports determinations, with the work each needs. Dates are owner-assigned and deliberately left blank until committed — an empty cell means no date has been promised, which is a different statement from a date that has slipped.

Criterion	Gap	Planned remediation	Target date
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1.2.5 Audio Description (Prerecorded)	No audio-description track; a transcript satisfies 1.2.3 but not this criterion.	Accept a publisher-supplied described-audio or AD track per video hotspot, and expose it as a selectable track in the player.	
7.2 Audio description technology	Same root cause as 1.2.5: the platform neither provides nor requires audio description.	Follows 1.2.5.	
504 Authoring Tool	The editor prompts for alt text and preserves tagged-PDF structure, but does not fully guide a publisher to a conformant result.	Extend the accessibility checker to block or warn on publish for the cases it currently only reports.	
5.4 Preservation of accessibility information during conversion	Tagged-PDF structure is carried through, but not every construct survives conversion.	Identify which constructs are lost and either carry them or report them to the publisher.	
10.1 - 10.6 Non-web documents	A downloaded PDF's own accessibility is the publisher's source file, not ours.	Decide whether to tag the generated download or to state the limit at the download point.	

Outstanding verification, not a conformance gap: JAWS has not been re-tested against the 2026-10-21 build. See the known limits above; tracked separately so it is not lost.

Revision history

Date	Change
2026-09-02	First report.
2026-09-23	Revised after JAWS testing and the audio and video transcript work.
2026-10-05	Revised for transcripts and captions.
2026-10-21	Rebuilt on the ITI VPAT 2.5Rev International Edition. Adds the Revised Section 508 and EN 301 549 reports, which the earlier WCAG-only document did not carry. Corrects 3.3.1, which cited <code>aria-invalid</code> on forms that do not have it. Restates 3.3.4 as supported in part through a third party, since the review-before-charge is Stripe's. Records the four defects found between 20 and 21 October by a customer's accessibility specialist and by NVDA testing, all fixed. Adds the continuous read-aloud limit.
2026-10-27	Editorial only — no determination changed. Contact address aligned with the published one (support@zenflip.io). Coverage-matrix link corrected to a relative path. Adds the remediation roadmap, with target dates left blank.