

Pegasystems Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Pega Platform on Constellation v25.1

Report Date: March 2026 (Updated August 2026)

Product Description: Pega platform is the leading AI-powered platform for enterprise transformation. The world's most influential organizations trust our technology to reimagine how work gets done by automating workflows, personalizing customer experiences, and modernizing legacy systems.

Contact Information: Accessibility@Pega.com

Notes: none

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 Level A and AA standards. Testing included third party audit by Level Access based on a representative sample to cover the

components and functionality of user flows. Assistive technologies and tools used for testing included JAWS/Chrome, Dragon naturally speaking, automated scanning tools, native Zoom controls and Developer tools.

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 2.2	Level A Level AA

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 2.2 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 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	
1.2.2 Captions (Prerecorded) (Level A)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	
1.3.1 Info and Relationships (Level A)	Partially supports	Meets requirements with exception of the following, • A few implicit headings are missing heading level – Fixed in v27 (CS Wrap up heading, articles list) • Error messages not associated with embedded tables – Fixed in v26 • List structure condition builder – Fixed in v26. Notes/supporting documentation: • Table column headers are not always visible for example, if they are for selection purposes. Aria label is present. • Heading level 6 is included on every page regardless of hierarchy to support a log of all aria live alerts so a screen reader user can access the history at any time
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Supports	
2.1.1 Keyboard (Level A)	Partially Supports	Keyboard accessible with a Few exceptions: • Pulse info icon cannot be reached by keyboard – Fixed in v26 • Sticky header obscures focus

Criteria	Conformance Level	Remarks and Explanations
		- RTE toolbar navigation stops following bold option – Fixed in v26.1.0 - Table column drag and drop features that are not currently accessible by keyboard. -Planned v27 - Workaround: These are on by default but can be turned off in authoring. Notes/supporting documentation: Pega uses the grid role for tables to allow for maximum flexibility in navigation of interactive elements. Cells are navigated using arrow keys. Assignments widget leverages the ARIA tree view role to allow for navigation with interactive elements within tree elements Hidden input elements are included within table grids to allow for proper focus management when moving into and out of tables (so user can return to cell within table where they exited). Keyboard shortcuts are available in our documentation. Pega supports keyboard access to scrollable regions but does not specify a tabindex attribute as expected by most automated scanners Tabpanels are keyboard-focusable to support panels without interactive content
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	
2.2.1 Timing Adjustable (Level A)	Supports	
2.2.2 Pause, Stop, Hide (Level A)	Supports	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Partially supports	Focus order is respected except for a few exceptions that could be improved: After an action taken, with respect to closing certain modals, menu selection, unfollowing case, deleting an attachment, submitting dialog, posting/commenting on a pulse. - Fixed 42 items in v26
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.2.6 Consistent Help (Level A 2.2 only)	Supports	
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Supports	Notes/supporting documentation: Meaning of asterisk on required fields can be configured.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, 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	Supports name role value requirements with the following exceptions: • Timeline has unlabelled buttons - Fixed in 26 • Custom label for table Add Row not being picked up for screen reader – Fixed in 26. • Some menus have aria attributes not allowed – Fixed in v26 • Expand button requires label – Fixed in v26 • Tooltip not present for icon – Fixed in v26 Notes/supporting documentation: • Pega uses autocomplete=" off" in form fields to support business requirements for not populating previously used content in business forms. • Pega uses key valued pairs in many instances to display content. Screen readers do not yet support the relationship of dl so we have added a role of 'none' so the readout is simpler for users

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Notes/supporting documentation: • Pega uses autocomplete=" off" in form fields to support business requirements for not

Criteria	Conformance Level	Remarks and Explanations
		populating previously used content in business forms.
1.4.3 Contrast (Minimum) (Level AA)	Supports	
1.4.4 Resize text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Supports	
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially supports	Supports reflow requirements with some exceptions at 400%: • Table column headers not optimal • PDF preview • Dashboard metrics, Create dashboard -Planned for v27
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially supports	Supports contrast requirements with the following exceptions: • Graph lines (yellow) for multi-line graph in Dashboard - Fixed in v26
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Partially Supports	Meets guidance with exceptions: • Delete buttons in table require contextual labels – Fixed in v26 • Ask buddy requires visual labels – Not applicable per technique G167 • Attachments View all search label needed – Fixed in v26
2.4.7 Focus Visible (Level AA)	Supports	Notes/supporting documentation:

Criteria	Conformance Level	Remarks and Explanations
		Visualizer feature has some connections where focus is not visible. This is a secondary view of content and can be removed in authoring
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	Visualizer component has dragging components not meeting criteria. Alternate option to visualizer is available and can be removed in authoring
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	
3.1.2 Language of Parts (Level AA)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially supports	Status messages are announced appropriately with the following exceptions: • Confirmation on attachments – Fixed in v26 • Suggested actions too verbose • Follow/unfollow needs confirmation – Fixed in v26 • Population of fields by AI need to announce – Fixed in v26 • Global search status – Fixed in v26 • Email attachment confirmation – Fixed in v26 • Toast length of visibility – Fixed in v26 • Add stakeholder validation announcement – Fixed in v26

Legal Disclaimer - Pegasystems

This document is for informational purposes only. It does not create any contractual obligation or modify any existing contract. It was prepared by Pegasystems based on a good faith review of the applicable Pegasystems product(s) as of the document's date and it may reflect information derived from third-party tools. The information contained in this document is provided "as is" and Pegasystems makes no express or implied representations or warranties about the information, including as to its accuracy or completeness.