

# Pegasystems Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version:** Pega Government Platform on Constellation v24.2

**Report Date:** February 2025 (Updated: December 2025)

**Product Description:** Pega Government Platform™ is a low-code solution that provides a public sector-oriented foundation with processes, data structures, and components that you can reuse to modernize existing government systems and accelerate implementations. Pega Government Platform augments Pega Platform with public sector-specific capabilities, including a government data model, UI templates, dashboards, reports, workflows, and case types

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**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, 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
<a href="#">Web Content Accessibility Guidelines 2.2</a>	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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Partially supports	Meets requirements for non-text content with the exception of the following <ul style="list-style-type: none"> <li>• Datepicker dialog – allows navigation behind -<b>Fixed '25</b></li> <li>• State is missing for pulse filter control – <b>Fixed '25</b></li> <li>• Multi-select selections navigation – <b>Fixed in '25</b></li> </ul>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially supports	Meets requirements with exception of the following, <ul style="list-style-type: none"> <li>• A few implicit headings are missing heading level (low) – <b>Fixed '25 and improvements in '26</b></li> <li>• Couple examples where hierarchy does not match heading level (low) <b>Fixed '25 and '26</b></li> <li>• Some sub-lists are not marked properly <b>Fixed '25</b></li> </ul> <b>Notes/supporting documentation:</b> <ul style="list-style-type: none"> <li>• <a href="#">Table column headers are not always visible for example, if they are for selection purposes. Aria label is present.</a></li> <li>• <a href="#">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</a></li> </ul>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	<p>Table column drag and drop features that are not currently accessible by keyboard. These are on by default but can be turned off in authoring.</p> <p><b>Notes/supporting documentation:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Pega uses the grid role for tables to allow for maximum flexibility in navigation of interactive elements. Cells are navigated using arrow keys.</a></li> <li>• <a href="#">Assignments widget leverages the ARIA tree view role to allow for navigation with interactive elements within tree elements</a></li> <li>• <a href="#">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).</a></li> <li>• <a href="#">Keyboard shortcuts are available in our documentation.</a></li> <li>• <a href="#">Pega supports keyboard access to scrollable regions but does not specify a tabindex attribute as expected by most automated scanners</a></li> <li>• <a href="#">Tabpanels are keyboard-focusable to support panels without interactive content</a></li> </ul>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially supports	Focus order incorrect when removing followers. <b>Fixed in '25</b>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Partially supports	Knowledge buddy aria-label <b>Fixed in '25</b>  <b>Notes/supporting documentation:</b> <ul style="list-style-type: none"> <li><a href="#">Meaning of asterisk on required fields can be configured.</a></li> </ul>
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Supports	
<a href="#">4.1.1 Parsing</a> (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 <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially supports	Supports name role value requirements with the following exceptions: <ul style="list-style-type: none"> <li>Some elements have invalid aria attributes or values, e.g., actions, case stages, combobox, orientation</li> </ul> <b>Fixed in '25</b>  <b>Notes/supporting documentation:</b>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• <a href="#">Pega uses autocomplete=" off" in form fields to support business requirements for not populating previously used content in business forms.</a></li> <li>• <a href="#">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</a></li> </ul>

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Supports	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	
<a href="#">1.4.4 Resize text</a> (Level AA)	Partially supports	Platform fully supported.  The GenAI coach feature - content not accessible after 200% zoom. <b>Future roadmap '26</b>
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Partially supports	Supports reflow requirements with some exceptions at 400%: <ul style="list-style-type: none"> <li>• Explore data: Create incident, create button, generate summary</li> <li>• A few scenarios with changing text spacing and trying to reflow/zoom 400%</li> </ul> <b>All Fixed in '25</b>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	Partially supports	Supports contrast requirements with the following exceptions: <ul style="list-style-type: none"> <li>Rich text editor pressed state – <b>Fixed '25</b></li> <li>Graph lines for multi-line graph in Dashboard – <b>Planned '26 (yellow, green)</b></li> </ul>
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)	Partially supports	Content that appears on hover may be moved over with a pointer without disappearing with the following exceptions: Pulse, Create flow <b>Fixed '25</b>
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially Supports	Visualizer feature has some connections where focus is not visible. This is a secondary view of content. <b>Can be removed in authoring</b>
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Partially supports	Site search filters being obscured will be addressed in <b>Fixed '25</b>
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Partially supports	Visualizer component has dragging components not meeting criteria. Alternate option to visualizer is available. <b>Can be removed in authoring</b>
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Supports	

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<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)	Partially supports	Status messages are announced appropriately with the following exceptions: <ul style="list-style-type: none"> <li>Global search – search results found/not found <b>Fixed '25</b></li> <li>Search table – search results found/not found <b>Fixed '25</b></li> <li>Loading indicator in utilities pane <b>Fixed '25</b></li> </ul>
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