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## WCAG-EM Report Tool

W3C® Web Accessibility
Initiative    WAI

Overview (https://www.w3.org/WAI/eval/report-tool)    1. Define Scope (https://www.w3.org/WAI/eval/report-tool/evaluation/define-scope)    2. Explore Web

# Evaluation Report for Practo website

**Download Report (HTML)**    **Download Report (JSON)**

## About the Evaluation

| | |
|---|---|
| Report Creator : | **Vershanjali Chauhan** |
| Evaluation Commissioner : | **Prof. John Neumann** |
| Evaluation date : | **Mon Oct 24 2022** |

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## Executive Summary

This report describes the conformance of the Practo website with W3C's Web Content Accessibility Guidelines (WCAG). The review process is described in Section 5 below and is based on evaluation described in Accessibility Evaluation Resources.

Based on this evaluation, the Practo website does not meet WCAG 2.1, Conformance Level AA. Detailed review results are available in Section 6 below. Resources for follow-up study are listed in Section 7 below. Feedback on this evaluation is welcome.

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## Scope of the Evaluation

| | |
|---|---|
| Website name : | **Practo** |
| Scope of the website : | **Home page: https://www.practo.com Find doctors page: https://www.practo.com/doctors? utm_source=corecard&utm_medium=referral&utm_campaign=practohomepage Book an appointment page: https://www.practo.com/appointment/dr-harish-yadav-1-dentist-dentist/628414/book? type=abs&doctor_id=628414&appointment_time=2022-10-24%2018%3A40%3A00&appointment_token=NjI4NDE0UHJhY3RpY2Vb2N0b3I%3D&prepaid=false&ar** |
| WCAG Version : | **2.1** |
| Conformance target : | **AA** |
| Accessibility support baseline : | **'Internet Explorer (IE) with JAWS' 'FireFox with NVDA' 'Apple with VoiceOver' 'Windows Narrator'** |
| Additional evaluation requirements : | *Not provided* |

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# Detailed Audit Results

## Summary

Reported on 32 of 50 WCAG 2.1 AA Success Criteria.

| 11 | 13 | 1 | 7 | 18 |
|:---:|:---:|:---:|:---:|:---:|
| Passed | Failed | Cannot tell | Not present | Not checked |

## All Results

1 Perceivable

### 1.1 Text Alternatives

| | | | |
|---|---|---|---|
| 1.1.1: Non-text Content | **Entire sample**<br><br>Failed<br><br>**Home page**<br><br>Failed<br><br>**Find doctor page**<br><br>Failed<br><br>**Book an appointment page**<br><br>Failed | **Entire sample**<br><br>The images have accurate alt text missing. Some images are skipped by the screen reader, some images have alt text as 'link' with no context. Some images have random file names as alt text.<br><br>**Home page**<br><br>As per ANDI,Out of 107 elements, 17 have alt text missing & 38 have aria hidden. As per manual check using screen reader:The images have links, the screen reader reads the link name but doesn't describe the images. There is no descriptive text for images. Some images have random file names, some images are totally skipped by the screen reader.<br><br>**Find doctor page**<br><br>Out of 94 elements, 9 have alt text missing, 58 have aria hidden. As per ANDI, 2 out of 27 images have alt text missing As per manual check using screen reader:The images have links, the screen reader reads the link name but doesn't describe the images. There is no descriptive text for images. Some images have random file names, some images are totally skipped by the screen reader.<br><br>**Book an appointment page**<br><br>Book an appointment page: Out of 7 elements, 1 has alt text missing Out | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-111) |

| Success Criterion | Result | Observations | Edit |
|---|---|---|---|
| | | of 2 images, 2 have alt text missing. As per manual check using screen reader.The images have random file names used as alt text read by the screen reader. Descriptive text missing. | |

## 1.2 Time-based Media

| Success Criterion | Result | Observations | Edit |
|---|---|---|---|
| 1.2.1: Audio-only and Video-only (Prerecorded) | **Entire sample**<br><br>Not present<br><br>**Home page**<br><br>Not present<br><br>**Find doctor page**<br><br>Not present<br><br>**Book an appointment page**<br><br>Not present | **Home page**<br><br>No observations added<br><br>**Find doctor page**<br><br>No observations added<br><br>**Book an appointment page**<br><br>No observations added | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-121) |
| 1.2.2: Captions (Prerecorded) | **Entire sample**<br><br>Not present<br><br>**Home page**<br><br>Not present<br><br>**Find doctor page**<br><br>Not present<br><br>**Book an appointment page**<br><br>Not present | **Home page**<br><br>No observations added<br><br>**Find doctor page**<br><br>No observations added<br><br>**Book an appointment page**<br><br>No observations added | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-122) |
| 1.2.3: Audio Description or Media Alternative (Prerecorded) | **Entire sample**<br><br>Not present<br><br>**Home page**<br><br>Not present<br><br>**Find doctor page**<br><br>Not present<br><br>**Book an appointment page**<br><br>Not present | **Home page**<br><br>No observations added<br><br>**Find doctor page**<br><br>No observations added<br><br>**Book an appointment page**<br><br>No observations added | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-123) |

| 1.2.4: Captions (Live) | **Entire sample**<br><br>Not present<br><br>**Home page**<br><br>Not present<br><br>**Find doctor page**<br><br>Not present<br><br>**Book an appointment page**<br><br>Not present | **Home page**<br><br>No observations added<br><br>**Find doctor page**<br><br>No observations added<br><br>**Book an appointment page**<br><br>No observations added | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-124) |
| --- | --- | --- | --- |
| 1.2.5: Audio Description (Prerecorded) | **Entire sample**<br><br>Not present<br><br>**Home page**<br><br>Not present<br><br>**Find doctor page**<br><br>Not present<br><br>**Book an appointment page**<br><br>Not present | **Home page**<br><br>No observations added<br><br>**Find doctor page**<br><br>No observations added<br><br>**Book an appointment page**<br><br>No observations added | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-125) |

## 1.3 Adaptable

| Success Criterion | Result | Observations | Edit |
| --- | --- | --- | --- |
| 1.3.1: Info and Relationships | **Entire sample**<br><br>Failed<br><br>**Home page**<br><br>Failed<br><br>**Find doctor page**<br><br>Failed<br><br>**Book an appointment page**<br><br>Failed | **Entire sample**<br><br>**Home page**<br><br>The page has 3 form fields, all are missing form labels. First heading level is missing on the page,2 elements have skipped heading levels, 20 structural elements have the correct heading structures with 2 elements at H2, 3 at H3, 11 at H6, 3 inline frames & 1 footer. 5 elements convey heading meaning visually but not through semantic markup.<br><br>**Find doctor page**<br><br>The page has 2 form fields and both have form label missing. Heading structure is present with 1 element with H1 and 14 elements with H2, 3 inline frames & 1 footer. 5 elements convey heading meaning visually but not through | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-131) |

|  |  | semantic markup. |  |
|---|---|---|---|
|  |  | **Book an appointment page**<br><br>The page has 1 form field which has form label missing. The page has no headings leading to no heading structure restricting assistive technology users. Has no marked page regions or ARIA landmarks. 2 elements convey heading meaning visually but not through semantic markup. |  |
| 1.3.2: Meaningful Sequence | **Entire sample**<br><br>Passed<br><br>**Home page**<br><br>Passed<br><br>**Find doctor page**<br><br>Passed<br><br>**Book an appointment page**<br><br>Failed | **Entire sample**<br><br>**Home page**<br><br>Most of the heading levels are present, which will let users understand the meaning in the right sequence.<br><br>**Find doctor page**<br><br>Most of the heading levels are present, which will let users understand the meaning in the right sequence.<br><br>**Book an appointment page**<br><br>No heading levels are present, which will not let users using AT understand the meaning in a sequential manner. | ✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-132) |
| 1.3.3: Sensory Characteristics | **Entire sample**<br><br>Not checked |  | ✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-133) |
| 1.3.4: Orientation | **Entire sample**<br><br>Passed<br><br>**Home page**<br><br>Passed<br><br>**Find doctor page**<br><br>Passed<br><br>**Book an appointment page**<br><br>Passed | **Entire sample**<br><br>All pages of the website are available in both orientations.<br><br>**Home page**<br><br>Available in both orientations.<br><br>**Find doctor page**<br><br>Available in both orientations.<br><br>**Book an appointment page**<br><br>Available in both orientations. | ✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-134) |
| 1.3.5: Identify Input Purpose | **Entire sample**<br><br>Failed | **Home page**<br><br>The page has 3 form fields, all are missing form labels. | ✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit- |

| | | | |
|---|---|---|---|
| | **Home page**<br><br>Failed<br><br>**Find doctor page**<br><br>Failed<br><br>**Book an appointment page**<br><br>Failed | **Find doctor page**<br><br>The page has 2 form fields and both have form label missing.<br><br>**Book an appointment page**<br><br>The page has 1 form field which has form label missing. | sample#criterion-135) |

## 1.4 Distinguishable

| Success Criterion | Result | Observations | Edit |
|---|---|---|---|
| 1.4.1: Use of Color | **Entire sample**<br><br>Passed<br><br>**Home page**<br><br>Passed<br><br>**Find doctor page**<br><br>Passed<br><br>**Book an appointment page**<br><br>Failed | **Home page**<br><br>Does not use colour to convey information.<br><br>**Find doctor page**<br><br>Does not use colour to convey information.<br><br>**Book an appointment page**<br><br>Uses colour to convey that the input in form field is required. | ✎<br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-141) |
| 1.4.2: Audio Control | **Entire sample**<br><br>Not checked | | ✎<br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-142) |
| 1.4.3: Contrast (Minimum) | **Entire sample**<br><br>Failed<br><br>**Home page**<br><br>Failed<br><br>**Find doctor page**<br><br>Failed<br><br>**Book an appointment page**<br><br>Failed | **Entire sample**<br><br>**Home page**<br><br>Has 18 contrast errors. Images with meaningful text had enough contrast.<br><br>**Find doctor page**<br><br>Has 246 contrast errors. Images with meaningful text had enough contrast.<br><br>**Book an appointment page**<br><br>Has 12 contrast errors Images with meaningful text had enough contrast. | ✎<br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-143) |
| 1.4.4: Resize text | **Entire sample**<br><br>Passed | **Entire sample**<br><br>Text is clearly visible and readable | ✎<br>(https://www.w3.org/WAI/eval/report- |

| | | | |
|---|---|---|---|
| | **Home page**<br><br>Passed<br><br>**Find doctor page**<br><br>Passed<br><br>**Book an appointment page**<br><br>Passed | when the pages are resized to 200%.<br><br>**Home page**<br><br>Text is clearly visible and readable when the page is resized to 200%.<br><br>**Find doctor page**<br><br>Text is clearly visible and readable when the page is resized to 200%.<br><br>**Book an appointment page**<br><br>Text is clearly visible and readable when the page is resized to 200%. | tool/evaluation/audit-sample#criterion-144) |
| 1.4.5: Images of Text | **Entire sample**<br><br>Not checked | | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-145) |
| 1.4.10: Reflow | **Entire sample**<br><br>Passed<br><br>**Home page**<br><br>Passed<br><br>**Find doctor page**<br><br>Passed<br><br>**Book an appointment page**<br><br>Cannot tell | **Entire sample**<br><br>**Home page**<br><br>The page supports reflow when zoomed in to 400%. The page is responsive & the menu items groupings & other functionalities are adapting.<br><br>**Find doctor page**<br><br>The page supports reflow when zoomed in to 400%. The page is responsive & the menu items groupings & other functionalities are adapting.<br><br>**Book an appointment page**<br><br>The page doesn't support reflow and isn't responsive. But, this is not affecting the user goal. | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-1410) |
| 1.4.11: Non-text Contrast | **Entire sample**<br><br>Passed<br><br>**Home page**<br><br>Passed<br><br>**Find doctor page**<br><br>Passed<br><br>**Book an appointment page**<br><br>Passed | **Entire sample**<br><br>Contrast ratio of very few non text elements like icons is low. Mostly, it's fine.<br><br>**Home page**<br><br>Contrast ratio of very few non text elements like icons is low. Mostly, it's fine.<br><br>**Find doctor page**<br><br>Contrast ratio of very few non text elements like icons is low. Mostly, it's fine. | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-1411) |

| | | **Book an appointment page**<br><br>Contrast ratio of very few non text elements like icons is low. Mostly, it's fine. | |
|---|---|---|---|
| 1.4.12: Text Spacing | **Entire sample**<br><br>Not checked | | ✎<br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-1412) |
| 1.4.13: Content on Hover or Focus | **Entire sample**<br><br>Not checked | | ✎<br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-1413) |

## 2 Operable

### 2.1 Keyboard Accessible

| Success Criterion | Result | Observations | Edit |
|---|---|---|---|
| 2.1.1: Keyboard | **Entire sample**<br><br>Failed<br><br>**Home page**<br><br>Failed<br><br>**Find doctor page**<br><br>Failed<br><br>**Book an appointment page**<br><br>Failed | **Home page**<br><br>Only the form fields are keyboard operable. There is no way of navigation to other content like ' Find 'Instant video consultation', 'consult specialists", 'read articles' cards that have links to those pages.<br><br>**Find doctor page**<br><br>Only the form fields are keyboard operable. There is no way of navigation to other functionalities like 'Consult a doctor', 'Order medicines', 'Instant appointment' that are otherwise accessible through the mouse.<br><br>**Book an appointment page**<br><br>Only the form fields are keyboard operable. There is no way of navigation to other functionalities like 'change date & time' 'get directions' which are otherwise accessible using mouse. | ✎<br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-211) |
| 2.1.2: No Keyboard Trap | **Entire sample**<br><br>Cannot tell<br><br>**Home page**<br><br>Cannot tell<br><br>**Find doctor page**<br><br>Cannot tell | **Entire sample**<br><br>As the site only has form fields (total 2-3 per page) that are keyboard navigable, there is no way to check for keyboard traps. However, the form fields do not have keyboard traps presently.<br><br>**Home page**<br><br>As the site only has form fields (total | ✎<br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-212) |

| | **Book an appointment page**<br><br>Cannot tell | 2-3 per page) that are keyboard navigable, there is no way to check for keyboard traps. However, the form fields do not have keyboard traps presently.<br><br>**Find doctor page**<br><br>As the site only has form fields (total 2-3 per page) that are keyboard navigable, there is no way to check for keyboard traps. However, the form fields do not have keyboard traps presently.<br><br>**Book an appointment page**<br><br>As the site only has form fields (total 2-3 per page) that are keyboard navigable, there is no way to check for keyboard traps. However, the form fields do not have keyboard traps presently. | |
|---|---|---|---|
| 2.1.4: Character Key Shortcuts | **Entire sample**<br><br>Not checked | | ✎<br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-214) |

## 2.2 Enough Time

| Success Criterion | Result | Observations | Edit |
|---|---|---|---|
| 2.2.1: Timing Adjustable | **Entire sample**<br><br>Not checked | | ✎<br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-221) |
| 2.2.2: Pause, Stop, Hide | **Entire sample**<br><br>Not checked | | ✎<br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-222) |

## 2.3 Seizures and Physical Reactions

| Success Criterion | Result | Observations | Edit |
|---|---|---|---|
| 2.3.1: Three Flashes or Below Threshold | **Entire sample**<br><br>Not present<br><br>**Home page**<br><br>Not present<br><br>**Find doctor page**<br><br>Not present<br><br>**Book an appointment page** | **Home page**<br><br>No observations added<br><br>**Find doctor page**<br><br>No observations added<br><br>**Book an appointment page**<br><br>No observations added | ✎<br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-231) |

| | Not present | | |
|---|---|---|---|

## 2.4 Navigable

| Success Criterion | Result | Observations | Edit |
|---|---|---|---|
| 2.4.1: Bypass Blocks | **Entire sample**<br><br>Failed<br><br>**Home page**<br><br>Failed<br><br>**Find doctor page**<br><br>Cannot tell<br><br>**Book an appointment page**<br><br>Failed | **Entire sample**<br><br>**Home page**<br><br>2 elements have skipped heading levels, which will create a problem for users navigating through the keyboard and restrict them to bypass repeating parts of the pages. The home page has a <footer> element or content info landmark which lets keyboard users decide if they want to bypass it. But, it doesn't have a 'skip link' that would further help in this case.<br><br>**Find doctor page**<br><br>The home page has a <footer> element or content info landmark which lets keyboard users decide if they want to bypass it. But, it doesn't have a 'skip link' that would further help in this case.<br><br>**Book an appointment page**<br><br>Has no marked page regions or ARIA landmarks. | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-241) |
| 2.4.2: Page Titled | **Entire sample**<br><br>Passed<br><br>**Home page**<br><br>Passed<br><br>**Find doctor page**<br><br>Passed<br><br>**Book an appointment page**<br><br>Passed | **Entire sample**<br><br>All pages have descriptive titles explaining the purpose of the page.<br><br>**Home page**<br><br>The page has a descriptive title explaining the purpose of the page.<br><br>**Find doctor page**<br><br>The page has a descriptive title explaining the purpose of the page.<br><br>**Book an appointment page**<br><br>The page has a descriptive title explaining the purpose of the page. | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-242) |
| 2.4.3: Focus Order | **Entire sample**<br><br>Not checked | | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-243) |

| 2.4.4: Link Purpose (In Context) | **Entire sample**<br><br>Failed<br><br>**Home page**<br><br>Failed<br><br>**Find doctor page**<br><br>Failed<br><br>**Book an appointment page**<br><br>Passed | **Home page**<br><br>Out of 92 links on the page, there are 39 accessibility alerts. 17 elements have no accessible name. 16 elements have aria hidden elements. 6 elements have ambiguous link names.Have same name/description as another link but different href (Links in footer).<br><br>**Find doctor page**<br><br>Out of 92 links, there are 25 accessibility alerts. 7 elements have no accessible name. 10 elements have aria hidden elements. 8 elements have ambiguous link names.Have same name/description as another link but different href (Links in footer).<br><br>**Book an appointment page**<br><br>Out of 5 links, there is 1 accessibility alert. One element (logo) has no accessible name which redirects to the home page. | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-244) |
| 2.4.5: Multiple Ways | **Entire sample**<br><br>Passed<br><br>**Home page**<br><br>Passed<br><br>**Find doctor page**<br><br>Passed<br><br>**Book an appointment page**<br><br>Passed | **Home page**<br><br>The home page can be accessed by clicking on the 'logo' which is present on top left corner on all pages.<br><br>**Find doctor page**<br><br>The page can be accessed through the following ways: 'Find doctors' option on top menu. 'Find doctors' near you option on the visual cards 'Search doctors' option in footer.<br><br>**Book an appointment page**<br><br>There are multiple options to book an appointment like Book an appointment section on home page, booking by going through the steps to find a doctor and then booking the preferred one. However, this specific page will come after a series of steps are followed. | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-245) |
| 2.4.6: Headings and Labels | **Entire sample**<br><br>Passed<br><br>**Home page**<br><br>Passed<br><br>**Find doctor page** | **Home page**<br><br>All heading and labels are descriptive and provide context.<br><br>**Find doctor page**<br><br>All heading and labels are descriptive and provide context. | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-246) |

| | | | |
|---|---|---|---|
| | Passed<br><br>**Book an appointment page**<br><br>Passed | **Book an appointment page**<br><br>All heading and labels are descriptive and provide context. | |
| 2.4.7: Focus Visible | **Entire sample**<br><br>Failed<br><br>**Home page**<br><br>Failed<br><br>**Find doctor page**<br><br>Failed<br><br>**Book an appointment page**<br><br>Failed | **Home page**<br><br>User interface elements that are keyboard operable are form fields which show a vertical bar to indicate entering text input.However, the vertical bar is in a light grey colour with low contrast which might not be visible to people with vision issues.<br><br>**Find doctor page**<br><br>User interface elements that are keyboard operable are form fields which show a vertical bar to indicate entering text input.However, the vertical bar is in a light grey colour with low contrast which might not be visible to people with vision issues.<br><br>**Book an appointment page**<br><br>User interface elements that are keyboard operable are form fields which show a vertical bar to indicate entering text input.However, the vertical bar is in a light grey colour with low contrast which might not be visible to people with vision issues. | [✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-247)](https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-247) |

## 2.5 Input Modalities

| Success Criterion | Result | Observations | Edit |
|---|---|---|---|
| 2.5.1: Pointer Gestures | **Entire sample**<br><br>Not checked | | [✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-251)](https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-251) |
| 2.5.2: Pointer Cancellation | **Entire sample**<br><br>Not checked | | [✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-252)](https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-252) |
| 2.5.3: Label in Name | **Entire sample**<br><br>Not checked | | [✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-253)](https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-253) |
| 2.5.4: Motion Actuation | **Entire sample**<br><br>Not checked | | [✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-254)](https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-254) |

## 3 Understandable

### 3.1 Readable

| Success Criterion | Result | Observations | Edit |
|---|---|---|---|
| 3.1.1: Language of Page | **Entire sample**<br><br>Failed<br><br>**Home page**<br><br>Failed<br><br>**Find doctor page**<br><br>Failed<br><br>**Book an appointment page**<br><br>Passed | **Home page**<br><br>The language of the document is not identified.The \<html\> element does not have a lang attribute.<br><br>**Find doctor page**<br><br>The language of the document is not identified. The \<html\> element does not have a lang attribute.<br><br>**Book an appointment page**<br><br>The language of the page is identified. The \<html\> element has a lang attribute value of: en. | ✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-311) |
| 3.1.2: Language of Parts | **Entire sample**<br><br>Not present<br><br>**Home page**<br><br>Not present<br><br>**Find doctor page**<br><br>Not present<br><br>**Book an appointment page**<br><br>Not present | **Home page**<br><br>No observations added<br><br>**Find doctor page**<br><br>No observations added<br><br>**Book an appointment page**<br><br>No observations added | ✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-312) |

### 3.2 Predictable

| Success Criterion | Result | Observations | Edit |
|---|---|---|---|
| 3.2.1: On Focus | **Entire sample**<br><br>Not checked | | ✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-321) |
| 3.2.2: On Input | **Entire sample**<br><br>Not checked | | ✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-322) |
| 3.2.3: Consistent Navigation | **Entire sample**<br><br>Passed<br><br>**Home page**<br><br>Passed | **Entire sample**<br><br>Navigational mechanisms like booking a doctor, placing an order for medicines, and booking a lab test have the same order on all pages. | ✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-323) |

| | **Find doctor page**<br><br>Passed<br><br>**Book an appointment page**<br><br>Passed | **Home page**<br><br>Navigational mechanisms like booking a doctor, placing an order for medicines, and booking a lab test have the same order on all pages.<br><br>**Find doctor page**<br><br>Navigational mechanisms like booking a doctor, placing an order for medicines, and booking a lab test have the same order on all pages.<br><br>**Book an appointment page**<br><br>Navigational mechanisms like booking a doctor, placing an order for medicines, and booking a lab test have the same order on all pages. | |
| 3.2.4: Consistent Identification | **Entire sample**<br><br>Not checked | | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-324) |

## 3.3 Input Assistance

| Success Criterion | Result | Observations | Edit |
|---|---|---|---|
| 3.3.1: Error Identification | **Entire sample**<br><br>Failed<br><br>**Home page**<br><br>Failed<br><br>**Find doctor page**<br><br>Failed<br><br>**Book an appointment page**<br><br>Passed | **Home page**<br><br>If the user enters a wrongly spelt 'location name' and 'doctor type' in the form fields, the error is not described to the user in form of text.<br><br>**Find doctor page**<br><br>If the user enters a wrongly spelt 'location name' and 'doctor type' in the form fields, the error is not described to the user in form of text.<br><br>**Book an appointment page**<br><br>When an invalid mobile number is entered in the form field, an error message as 'invalid number' shows below the form field. | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-331) |
| 3.3.2: Labels or Instructions | **Entire sample**<br><br>Passed<br><br>**Home page** | **Home page**<br><br>Instruction inside text fields are provided but there are no form labels present outside the form | ✎<br><br>(https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-332) |

| | | | |
|---|---|---|---|
| | Passed | fields. Instructions are provided by screen reader to enter relevant text in the form fields. | |
| | **Find doctor page** | | |
| | Passed | **Find doctor page** | |
| | **Book an appointment page** | Instruction inside text fields are provided but there are no form labels present outside the form fields. Instructions are provided by screen reader to enter relevant text in the form fields. | |
| | Passed | | |
| | | **Book an appointment page** | |
| | | Instruction inside text fields are provided but there are no form labels present outside the form fields. Instructions are provided by screen reader to enter relevant text in the form fields. | |
| 3.3.3: Error Suggestion | **Entire sample** | **Home page** | ✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-333) |
| | Failed | If the user enters a wrongly spelt 'location name' the closest location name to the spelling shows in the dropdown.If the user enters a wrongly spelt 'doctor type', the dropdown doesn't suggest the closest doctor types instead shows the same wrongly spelled term. | |
| | **Home page** | | |
| | Failed | | |
| | **Find doctor page** | **Find doctor page** | |
| | Failed | If the user enters a wrongly spelt 'location name' the closest location name to the spelling shows in the dropdown.If the user enters a wrongly spelt 'doctor type', the dropdown doesn't suggest the closest doctor types instead shows the same wrongly spelled term. | |
| | **Book an appointment page** | | |
| | Failed | | |
| | | **Book an appointment page** | |
| | | When an invalid mobile number is entered in the form field, an error message as 'invalid number' shows below the form field.However it doesn't suggest the correct format for the number. | |
| 3.3.4: Error Prevention (Legal, Financial, Data) | **Entire sample** | **Home page** | ✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-334) |
| | Failed | No observations added | |
| | **Home page** | **Find doctor page** | |
| | Not present | No observations added | |
| | **Find doctor page** | **Book an appointment page** | |
| | Not present | When the user enters a mobile | |

| | Book an appearance page Failed | number in the form field which is invalid, a red text appears below the form field saying that 'the number is invalid'. However, when operating this using keyboard and screen reader, the screen reader doesn't read the error text and ask the user to correct it. | |
|---|---|---|---|

## 4 Robust

### 4.1 Compatible

| Success Criterion | Result | Observations | Edit |
|---|---|---|---|
| 4.1.1: Parsing | **Entire sample** Not checked | | [✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-411)](https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-411) |
| 4.1.2: Name, Role, Value | **Entire sample** Not checked | | [✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-412)](https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-412) |
| 4.1.3: Status Messages | **Entire sample** Failed **Home page** Failed **Find doctor page** Failed **Book an appointment page** Failed | **Home page** When the location name and doctor type is entered in the form field and enter is pressed to do the search, a page opens up with search results. The screen reader doesn't read that '24 doctors available'. It instead says 'heading level 1' **Find doctor page** When the location name and doctor type is entered in the form field and enter is pressed to do the search, a page opens up with search results. The screen reader doesn't read that '38 doctors available'. It instead says 'heading level 1' **Book an appointment page** When the 'mobile number' is entered in the form field and the continue button is pressed, the status changes and the 'OTP' form field shows.The screen reader doesn't indicate this change and doesn't ask to enter OTP. | [✎ (https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-413)](https://www.w3.org/WAI/eval/report-tool/evaluation/audit-sample#criterion-413) |

# Sample of Audited Web Pages

1. Home page - https://www.practo.com/

2. Find doctor page - https://www.practo.com/doctors

3. Book an appointment page - https://www.practo.com/appointment/dr-harish-yadav-
   1-dentist-dentist/628414/book?
   type=abs&doctor_id=628414&appointment_time=2022-10-
   25%2018%3A40%3A00&appointment_token=NjI4NDE0UHJhY3RpY2VEb2N0b3I%3D&prepaid=false&amount=900&discount=0&discount_typ

# Web Technology

HTML,CSS,WAI-ARIA,JavaScript,SVG

# Recording of Evaluation Specifics

Evaluation Tools: Wave, ANDI, Manual checks Web browsers: Safari, Chrome Assistive
Technology: Apple Voiceover Methods of evaluation: 1) Semi-automated Softwares
Wave and ANDI 2) Manual reviews: Usability testing of features, navigation,
interactions, and user tasks using Mac Voice over screen reader and keyboard
navigation. Manual reviews of markup and code using the 'Inspect element' feature
or checking code using the option to check code on wave tool.

# Related WCAG 2 Resources

- Web Content Accessibility Guidelines (WCAG) Overview
  (https://www.w3.org/WAI/intro/wcag)
- How to Meet WCAG 2.1 Quick Reference
  (https://www.w3.org/WAI/WCAG21/quickref/)
- WCAG Evaluation Methodology (WCAG-EM) Overview
  (https://www.w3.org/WAI/eval/conformance)