

Okta Verify Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

Okta Verify (Desktop Mac)

Report Date:

05-15-2025

Product Description:

Okta Verify is a multifactor authentication (MFA) app that allows users to confirm their identity when they sign in to their Okta account or access Okta-protected resources.

Contact Information:

accessibility@okta.com

Notes:

This report was created by Deque Systems Inc. upon completion of an accessibility evaluation performed between 08/05/2024 and 08/10/2024 and was limited only to the evaluation of specific accessibility issues that were previously reported and then validated in April 2025.

Evaluation Methods Used:

A manual testing technique was employed for the accessibility assessment.

- Manual assessment was performed using Mac OS v14.4.
- Assistive technologies employed included Voiceover.

Scope of Evaluation

The pages in the following table were evaluated as part of the assessment on which this report is based.

Page Title	URL
Welcome to Okta Verify	N/A
Add account - New account or add account from another device	N/A
Add account - Check your browser	N/A
Add account from another device - Enter code	N/A
Add account from another device - Check your other device	N/A
Add account - Enable Touch ID or password confirmation	N/A
Account list	N/A
Account details	N/A
Add account to another device - Scan or enter code	N/A
Notification screen - Use Touch ID to verify it's you	N/A

In addition to the pages listed above, the issues that are present throughout the Application are logged under 'Project wide' page as part of the assessment.

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 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)

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 be used only in WCAG Level AAA criteria.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, the criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Most non-text content has text alternatives or a text alternative that serves an equivalent purpose. The following exceptions exist: <ul style="list-style-type: none"> • Some informative images do not have a text alternative, so people who are blind and/or use a screen reader will not be able to access the information conveyed by the image. This

Criteria	Conformance Level	Remarks and Explanations
		occurs on the following page: Account list; Account details; Notification screen - Use Touch ID to verify it's you.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Prerecorded audio-only files are not present.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Prerecorded videos are not present.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Prerecorded videos are not present, so audio description is not required.
1.3.1 Info and Relationships (Level A)	Supports	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.
1.3.2 Meaningful Sequence (Level A)	Supports	The reading and navigation order is logical and intuitive.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions to operate and/or understand content do not rely on sensory characteristics of components such as shape, color, size, and visual location.
1.4.1 Use of Color (Level A)	Supports	Color is not used as the only method to convey information, indicate an action, prompt a response, or distinguish visual elements.
1.4.2 Audio Control (Level A)	Supports	A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays for more than 3 seconds.
2.1.1 Keyboard (Level A)	Supports	Functionality is available using only the keyboard (unless that functionality cannot be accomplished in any known way using a keyboard). If shortcut keys and access keys present, they do not conflict with existing browser and screen reader shortcuts, and some functionality based on custom gestures is available when a screen reader is turned on.
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus is never locked or trapped in a particular area, and the user is able to navigate to and from all navigable elements using only a keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	If a single character key shortcut exists, then the single character key shortcut can be turned off or remapped, or it is only active when the relevant user interface component is in focus.
2.2.1 Timing Adjustable (Level A)	Supports	If a time limit exists, the user is given an option to turn off, adjust, or extend the time limit.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Supports	Moving, blinking, scrolling, or auto-updating information can be paused, stopped, hidden, or otherwise controlled by the user.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	The tested application does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	A method is provided to skip navigation and other page elements that are repeated across the application.
2.4.2 Page Titled (Level A)	Supports	Pages have descriptive and informative titles.
2.4.3 Focus Order (Level A)	Supports	The navigation order of interactive elements (such as links, buttons, or form elements) is logical and preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link can be determined from the link text alone or from the link text and its programmatic context.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	All functionality that can be operated with a pointer can be operated with single-point actions.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	For functionality that can be operated using a single pointer, at least one of the following is true: <ul style="list-style-type: none"> - The action is not triggered on the down event. - The action triggers on the up event, and a mechanism is available to abort the function before completion or to undo the function after completion. - The up-event reverses any outcome of the preceding down-event. - Completing the function on the down-event is essential.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	For each user interface components that include visible text labels, the accessible name matches (or includes) the visible text in the label.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	Functionality that can be triggered by device motion or user motion detected by a device can be disabled, and the functionality can be operated without using motion.
3.1.1 Language of Page (Level A)	Supports	The language of each page is correct and can be determined programmatically.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A)	Supports	When an element receives focus, a change in context (such as a substantial change to the page, the spawning of a pop-up window, or a change in focus) that may disorient the user does not occur.
3.2.2 On Input (Level A)	Supports	When a user inputs information or interacts with a control, it does not result in a substantial change to the page that could disorient the user, or the user is informed about the change ahead of time.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	On desktop application that contain help features (including human or automated contact options or self-help options), those features occur in the same order relative to other page content unless the user changes that order.
3.3.1 Error Identification (Level A)	Partially Supports	<p>For most form controls where an input error is automatically detected, a text message or alert is provided that identifies the field/control where the error was detected and describes the error. The following exceptions exist:</p> <ul style="list-style-type: none"> • A form field with an error is not identified in the text error message or a text alternative for an image, and the error message with the field name is not programmatically associated with the form field (so it is announced when a screen reader user navigates to the field), so people who are blind and/or use a screen reader will not be able to identify in which form field the error occurred. This occurs on the following page: Add account - New account or add account from another device.
3.3.2 Labels or Instructions (Level A)	Supports	For form controls/input fields requiring user input, labels, instructions, and/or error messages are provided to identify the controls/input fields in the form so that users know what input data is expected.

Criteria	Conformance Level	Remarks and Explanations
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	If information previously entered by, or provided to, the user is required to be entered again in the same process, that information is either automatically populated or available for the user to select unless the previously entered information is no longer valid or re-entering the information is essential or required to ensure security.
4.1.1 Parsing (Level A)	Supports	For the WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, 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 . This criterion was removed from WCAG 2.2.
4.1.2 Name, Role, Value (Level A)	Supports	The name, role, state, and value of each user interface component can be programmatically determined.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Live multimedia files with audio are not present, so synchronized captions are not required.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Prerecorded multimedia files are not present, so audio descriptions are not required.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Orientation of the content is not locked to either landscape or portrait unless a specific orientation is essential for the functionality.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Not Applicable	This success criterion technically doesn't apply to desktop application.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Text and images of regular text have the required color contrast ratio with their backgrounds.
1.4.4 Resize text (Level AA)	Supports	Content is readable and functional when browser zoom is set to 200% of its initial size.
1.4.5 Images of Text (Level AA)	Supports	When content can be presented visually using only text, an image of text is not used to present that text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Does Not Support	<p>The content of most, if not all, pages is not viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide. The following issues exist:</p> <ul style="list-style-type: none"> When the page is adjusted to an equivalent width of 320 pixels, the content does not reflow to fit within the viewport, so it cannot be viewed without scrolling. People with low vision who increase the size of text and other content using the browser zoom may have difficulty accessing the content. This occurs throughout the Application.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	The boundaries and indicators of the visual state(s) of each active user component and any graphics required to understand content have a 3:1 color contrast ratio with adjacent color(s) or their background.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The spacing between letters, words, lines of text and paragraphs can be adjusted with no loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Partially Supports	<p>In most cases when additional content is triggered by pointer hover or keyboard focus, that additional content can be dismissed and hovered over, and the content persists until the user dismisses it. The following exceptions exist:</p> <ul style="list-style-type: none"> Content that appears on mouse hover (such as tooltips, drop-down menus, or popups) disappears when the mouse pointer is moved over that content, meaning people with disabilities, especially people with low vision who need to magnify text, may not be able to read the additional content. This occurs on the following page: Account details
2.4.5 Multiple Ways (Level AA)	Supports	Multiple ways are available to find other pages on the application.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels for form and interactive controls are informative.
2.4.7 Focus Visible (Level AA)	Supports	It is visually apparent which page element is currently receiving keyboard focus.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	All functionality that uses a dragging movement can be achieved by a single pointer without dragging, unless dragging is essential or the functionality is determined by the user agent and not modified by the author.

Criteria	Conformance Level	Remarks and Explanations
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	The size of the target for each clickable control is at least 24 by 24 CSS pixels, except where the target size is determined by the user agent; there is a different control with equivalent functionality; the target is inline with text; the presentation of the target is essential to the function or otherwise exempted under the rule; or each control is spaced such that a 24-pixel circle placed around the bounding box of the control will not intersect any similar circle for another control.
3.1.2 Language of Parts (Level AA)	Supports	The language of each section of content that is different from the default language of the page is correctly identified and can be determined programmatically.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation patterns that are repeated on application are presented in the same relative order each time they appear and do not change order when navigating through the desktop application.
3.2.4 Consistent Identification (Level AA)	Supports	Labels, names, and text alternatives for content that have the same functionality across application are consistently identified.
3.3.3 Error Suggestion (Level AA)	Partially Supports	<p>In most cases, if input errors are automatically detected, suggestions are provided in text for correcting the input in a timely and accessible manner before the data is submitted to the server. The following exceptions exist:</p> <ul style="list-style-type: none"> • A form field's error message does not suggest how to correct the error, so users may have difficulty determining how to complete the form successfully. This occurs on the following page: Add account - New account or add account from another device.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	If the user can change or delete legal transactions, financial transactions, student exam responses, or data transactions that are unrecoverable or unintentionally modify or delete data, the changes and/or deletions are reversible, verified, or confirmed.

Criteria	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process unless either another method is available that does not rely on a cognitive function test; help is available to assist the user in completing the test; or the test is to recognize objects or identify non-text content the user provided to the desktop application.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Status messages can be programmatically determined and presented by assistive technologies without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: Level AAA success criteria are not within the scope of this conformance evaluation.

Legal Disclaimer (Okta Inc.)

The information contained within this document is accurate to the best of our knowledge as of the date printed on the front page. This document aims to describe the ability of Okta, Inc. to support the listed standards, subject to the Okta, Inc. interpretation of the standards and the comments listed in this document. This document is provided "AS IS" for informational purposes only. This document is subject to change without notice.