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Access for all

Accessibility Audit WCAG 2.1

Final results report 'OneDS Android Accessibility App'

Tested system:	OneDS Android App (app version 0.8.0 (277), Android version 17)
Contracting client:	Roche Diagnostics SL RIS Platform Engineering Av. de la Generalitat, 171-173 E-08174 Sant Cugat del Vallès
Test organisation:	Foundation «Access for all» (A4a) Friedheimstrasse 8, CH-8057 Zurich Tel. +41 (0)44 515 54 20 contact@access-for-all.ch www.access-for-all.ch PostFinance Konto: 85-710652-0
Date, version:	Zurich, 20.07.2026
Testers:	Petra Ritter, Accessibility Consultant with multiple disabilities, A4a Dr. Andreas Uebelbacher, Head of Accessibility Services, A4a Thinh-Lay Wonesky, Accessibility Consultant, A4a Regina Reusser, blind Accessibility Consultant, A4a

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Content

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I. Summary

The mobile app **OneDS Android Accessibility App** was tested for accessibility on behalf of the client **Roche Diagnostics SL**. Test criteria were the **WCAG 2.1** (Web Content Accessibility Guidelines of the W3C), **conformity levels A and AA** (recommended accessibility), which can be readily applied to mobile apps. The requirements of WCAG at level AA are referenced by valid guidelines and standards in Switzerland and are binding, for example, for offers from the Confederation, cantons and municipalities (see eCH-0059 Accessibility Standard). As all requirements of WCAG 2.0 were included in unchanged form in WCAG 2.1, this report also references WCAG 2.0 for transparency reasons.

The tests were carried out using assistive technologies (screen reader software Android TalkBack) and various testing tools. In addition, user tests were conducted by employees of the «Access for All» foundation, who are themselves affected by disabilities.

The accessibility of the mobile app was checked on the basis of a sample of screens and user flows that were specifically selected for the success criteria of WCAG 2.1. The results are summarised in this report; it is structured according to the requirements of WCAG 2.1 and records the current state of the mobile app.

Where the identified problems are screen-specific, the respective screens are specified. However, it can be assumed that most of the interface elements are used on different screens, or that there are other analog elements and problems. **The identified problems require consistent correction on all screens where the corresponding (or analogous) elements occur, not only for the problem examples listed.**

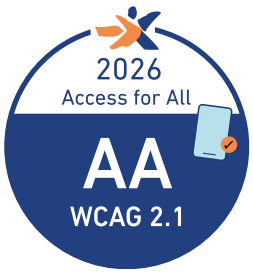
After the revision, the documented problem areas should be reviewed again.

WCAG 2.1 AA certification achieved

It is evident that for the Roche One DS Android Accessibility App **many precautions for good accessibility** have been taken. Text alternatives are present, the semantic structure is very good, keyboard operability works well, and dynamic widgets are understandable when used with a screen reader.

In some instances, as the test system was a **component library** implemented in the exemplary OneDS Android Accessibility App, the corresponding Figma guideline had to be taken into account to evaluate WCAG compliance. In addition, only the brand setting ‘Navify’ was in scope of the testing.

After several test iterations between March and June 2026 **WCAG 2.1 AA compliance has been achieved** for a certification of the system, which was declared in July 2026.



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II. Accessibility assessment (conformity levels)

Level A

Conformity level A met

In order to comply with level A (lowest accessibility), the mobile app must meet all the success criteria of level A.

Level AA

Conformity level A met

For the AA level (recommended accessibility) compliance, the mobile app must meet all the success criteria of A and AA levels.

Level AAA

Conformity level AAA not verified

In order to comply with the AAA (highest accessibility) level, the mobile app must meet all the criteria for success at levels A, AA and all the applicable AAA level criteria. Assessment and evaluation is optional, but usually not required.

III. Test Method

The test method of the «Access for All» foundation is based on the international «Web Content Accessibility Guidelines (WCAG) 2.1» by the World Wide Web Consortium (W3C): https://www.w3.org/TR/WCAG21/.

WCAG 2 Compliance Requirements

For the compliance of one of the levels A (lowest), AA (recommended) or AAA (highest), the full mobile app must meet all success criteria of the corresponding level(s) or an alternative version will be provided. The conformity logo must be accompanied by a short declaration of conformity on the app and/or the website describing the app and linking to its download.

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Partial conformity according to WCAG 2

If the mobile app meets all the criteria and uncontrollable content of it is not accessible by the provider (e.g. a social media feed of a third party supplier), this can be pointed out by means of a declaration of partial conformity. The prerequisites are:

- The content is not subject to the author's control.
- All parts (screens and areas) are listed and marked in a way that is easy to understand.

Swiss and international requirements

WCAG is the most relevant accessibility standard worldwide. The Swiss e-government standard eCH-0059 Accessibility Standard explicitly refers WCAG 2.1 since June 2020. In the EU, the European Accessibility Act (EAA) refers to the EN 301 549, which incorporates the WCAG standard fully. Beyond that, many national accessibility laws also declare WCAG as mandatory, e.g. in the US, Australia, India and in many other countries (see https://www.w3.org/WAI/policies/).

Further information

- Guidelines: http://www.access-for-all.ch/ch/richtlinien.html
- Certification:http://www.access-for-all.ch/ch/zertifizierung.html

IV. Test Procedure

Each success criterion has defined test steps that are carried out as follows:

1. Expert-based testing for visual requirements and with a screen reader,
2. Testing by experts with disabilities using representative assistive technologies.

Test Environment

- Operating System: most recent versions of Android (two recent versions included)
- Devices: several recent Apple iPhone SE models (for iOS)
- Standard bluetooth keyboard (Logitech MX Keys Mini)

Assistive technologies

- TalkBack screen reader on Android

User-specific settings

These user-specific settings are also used to test:

- Text zoom to full level
- Both orientations (portrait and landscape)
- High contrast mode (classic)
- Dark mode

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Test tools

These test tools are used among others:

- For testing contrast ratios according to the algorithm of the W3C, the Color Contrast Analyser is used: https://www.paciellogroup.com/resources/contrastAnalyser.

Test Scope

Important: The following problems and examples of the mobile app are not complete. When solving accessibility problems, make sure that not only the examples listed but all problems of this type across all the app are improved. All screens of the app should offer the same accessibility.

In particular, this test report is not to be understood as the only relevant catalogue of requirements. The relevant, complete requirements have always been documented in WCAG 2 as a standard of the W3C.

V. Rating and symbols

Symbol	Meaning	Description
	Success criterion fulfilled	If a success criterion is fulfilled, all cases found were correctly implemented. No further measures are necessary.
	Success criterion not fulfilled	If a success criterion is not fulfilled, then cases were found which do not fulfill the criterion in the required way. Examples of problems are listed. Necessary measures are listed or further sources are referred to.
	Success Criterion not applicable	If a success criterion is not applicable, no cases have been found to which the criterion can be applied.
	Consider instructions	For some criteria, additional recommendations and/or notes are provided.

Important: The result “Success criterion fulfilled” means that no violation of the success criterion could be found in the (although extensive but random) audit. This does not guarantee that effectively no violation exists or can exist. In this case, it is the responsibility of the operator to identify and remedy potential problems.

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Principle 1: Perceivable

Information and user interface components must be presentable to users in ways they can perceive.

Source: WCAG 2.0 Principle 1: Perceivable.

Guideline 1.1: Text Alternatives

Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

Source: WCAG 2.0 Guideline 1.1.

1.1.1 Non-text Content - A

Success criterion passed

Graphical content cannot be interpreted by many assistive technologies that do not support visual output (such as screen readers). Therefore, all graphically conveyed information must be provided with equivalent text alternatives.

Write text alternatives in a concise and precise way, avoiding proliferating descriptions. Decorative images must formatted in a way so they can be ignored by a screen reader. If images have an unsuitable text alternative, this leads to confusion for screen reader users.

The basic rules are:

- If an image is informative (e.g.: print, PDF), the displayed content must be described in the alternative text.
- Decorative and layout images (e.g. spacers) must not be labelled, so that a screen reader can ignore them.
- If an image is a graphical control element (e.g. a linked graphic or switch), the alternative text must provide information about the target of the link or about the respective action that is triggered by the control element, e.g.: “To main text”, “Print page”, etc.
- Alternative texts should be as short and precise as possible. Make sure that no redundancies are created in the formulation. Screen readers, for example, indicate the role of an image, so it is advisable to avoid repeating it in the alternative text “Graphics…”, “Picture…” (negative example: “Image of a sunset”). Special formats, e.g. a cartoon, is an exception to this rule (positive example: “Painting of a sunset”).
- If an informative image is a diagram or an organizational chart, a short description in the alternative text is often not sufficient. It should be supplemented by an additional long description.
- Captcha: Graphical captchas must offer accessible alternatives, such as an audio captcha.

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Guideline 1.2: Time-based Media

Provide alternatives for time-based media.

Source: WCAG 2.0 Guideline 1.2.

1.2.1 Audio-only and Video-only (Prerecorded) - A

Success criterion not applicable

For pre-recorded audio-only and pre-recorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: (Level A)

- **Pre-recorded Audio-only:** An alternative for time-based media is provided that presents equivalent information for pre-recorded audio-only content.
- **Pre-recorded Video-only:** Either an alternative for time-based media or an audio track is provided that presents equivalent information for pre-recorded video-only content.

1.2.2 Captions (Prerecorded) - A

Success criterion not applicable

Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)

1.2.3 Audio Description or Media Alternative (Prerecorded) - A

Success criterion not applicable

An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)

Note: If certification at level AA is desired, the success criterion “1.2.5 Audio Descriptions (Recorded)” must be achieved anyway, whereby “1.2.3 Audio Descriptions or Media Alternatives” becomes optional.

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1.2.4 Captions (Live) - AA

Success criterion not applicable

Captions are provided for all live audio content in synchronized media. (Level AA)

1.2.5 Audio Description (Prerecorded) - AA

Success criterion not applicable

Audio description is provided for all prerecorded video content in synchronized media. (Level AA)

Guideline 1.3: Adaptable

Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

Source: WCAG 2.0 Guideline 1.3.

1.3.1 Info and Relationships - A

Success criterion passed

In the case of mobile apps, all semantic requirements must be equally placed on integrated HTML content (correct heading hierarchies, lists, tables, paragraphs, etc.).

Since native apps are not implemented using HTML, the semantic possibilities there remain limited. Nevertheless, headings must be marked up (even if not at the correct level) so that they can be accessed by screen readers and the page structure is comprehensible.

In addition, no visual formatting is allowed, which on the one hand is necessary for the comprehensibility of content relationships, and on the other hand is omitted when using a screen reader. The content must remain equally comprehensible when used with a screen reader.

1.3.2 Meaningful Sequence - A

Success criterion passed

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1.3.3 Sensory Characteristics - A

Success criterion passed

Guidance for this success criterion:

- Avoid instructions that reference visual or acoustic aspects, e.g.”Push the green button”.

1.3.4 Orientation - AA

Success criterion passed

1.3.5 Identify Input Purpose - AA

Success criterion not applicable

Guideline 1.4: Distinguishable

Make it easier for users to see and hear content including separating foreground from background.

Source: WCAG 2.0 Guideline 1.4.

1.4.1 Use of Color - A

Success criterion passed

Guidance for this success criterion:

- Information is not conveyed by colour alone, but also through text.
- If colour differentiation is used alone (e.g. for links in a text), the elements to be distinguished have a contrast ratio of at least **3:1** to the environment.

1.4.2 Audio Control - A

Success criterion not applicable

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If any audio in a mobile app plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (Level A)

Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the app, all content in the app (whether or not it is used to meet other success criteria) must meet this success criterion. See Conformance Requirement 5: Non-Interference.

1.4.3 Contrast (Minimum) - AA

Success criterion passed

People with impaired vision rely on the requirement that elements stand out clearly visible from the background. Therefore, text must have a sufficiently high contrast ratio to the background. The same applies to symbols with meaning, to which no text is provided. There is no distinction between "more important" and "less important" texts, all text presented must meet the contrast requirements equally.

Relevant text is content and labelled control elements, in which all states (focus and hover) must always meet the requirements. The relevant aspect is the colour code, not pixel colours that may have been changed by anti-aliasing.

Required minimum contrast

- Standard font: Contrast ratio of at least `4.5:1`.
- Large font (from `18pt` or `14pt` + `bold`, which is equal to `24px` and `18.5px` + `bold`): Contrast ratio of at least `3:1` (also applies to texts in informative graphics, but not to logos)

Important: These contrast ratios are minimum values, they are not suitable for the display of larger texts.

Exceptions

There are a few exceptions to this rule, e.g. logos or inactive elements (e.g. non-selectable switches) are not subject to contrast requirements. In addition, there are no contrast requirements for decorative elements (e.g. icons with provided text). See Contrast (minimum): Understanding SC 1.4.3.

Test tools and further information

See **Accessibility Developer Guide:** Colour Contrast Analyser and Colour contrast for text.

1.4.4 Resize text - AA

Success criterion passed

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Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)

1.4.5 Images of Text - AA

Success criterion passed

If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA)

- **Customizable:** The image of text can be visually customized to the user's requirements;
- **Essential:** A particular presentation of text is essential to the information being conveyed.

Note: Logotypes (text that is part of a logo or brand name) are considered essential.

1.4.10 Reflow - AA

Success criterion not applicable

1.4.11 Non-Text Contrast - AA

Success criterion passed

1.4.12 Text Spacing - AA

Success criterion not applicable

1.4.13 Content on Hover or Focus - AA

Success criterion not applicable

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Principle 2: Operable

User interface components and navigation must be operable.

Source: WCAG 2.0 Principle 2.

Guideline 2.1: Keyboard Accessible

Make all functionality available with a keyboard.

Source: WCAG 2.0 Guideline 2.1.

2.1.1 Keyboard - A

Success criterion passed

Guidance for this success criterion:

- Each screen can be fully operated by keyboard: all links and elements can be operated (e. g. form controls, widgets, and switches)

Physically handicapped people are often unable to operate a touch screen directly and depend on the keyboard, or other special input devices that access the mobile via the keyboard interface. It is therefore necessary that all the functionalities can also be operated with the keyboard. This can be tested with a connected bluetooth keyboard.

2.1.2 No Keyboard Trap - A

Success criterion passed

Guidance for this success criterion:

- The focus of the keyboard or assistive technology is not blocked on any element of the web page.
- The user can control, operate and leave each element with the keyboard or assistive technology.

2.1.4 Character Key Shortcuts - A

Success criterion not applicable

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Guideline 2.2: Enough Time

Provide users enough time to read and use content.

Source: WCAG 2.0 Guideline 2.2.

2.2.1 Timing Adjustable - A

Success criterion not applicable

2.2.2 Pause, Stop, Hide - A

Success criterion passed

Guidance for this success criterion:

- Are there any moving elements, e. g. a news ticker?
- Is there a mechanism to pause or stop the movement or does it stop automatically after 5 seconds?

Guideline 2.3: Seizures

Do not design content in a way that is known to cause seizures.

Source: WCAG 2.0 Guideline 2.3.

2.3.1 Three Flashes or Below Threshold - A

Success criterion passed

Guideline 2.4: Navigable

Provide ways to help users navigate, find content, and determine where they are.

Source: WCAG 2.0 Guideline 2.4.

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2.4.1 Bypass Blocks - A

Success criterion not applicable

This success criterion is not applicable to mobile apps.

2.4.2 Page Titled - A

Success criterion not applicable

2.4.3 Focus Order - A

Success criterion passed

Content receives focus by keyboard or assistive technology in an order that preserves meaning and operability. (Level A)

Orientation for this success criterion:

The focus order is logical, in comparison to the visual appearance of the content.

2.4.4 Link Purpose (In Context) - A

Success criterion passed

The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)

Guidance for this success criterion:

- Link targets in general
- Link texts to files

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2.4.5 Multiple Ways - AA

Success criterion not applicable

This success criterion is not applicable to mobile apps.

2.4.6 Headings and Labels - AA

Success criterion passed

Headings and labels describe topic or purpose. (Level AA)

Guidance for this success criterion:

- Does the mobile app have headings in the content?
- Do the headings clearly and concisely describe the following part of the content?
- Are labels for form elements available and meaningful? (required input fields perceivable for everybody -> SC 3.3.2 A)

2.4.7 Focus Visible - AA

Success criterion passed

Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)

Guidance for this success criterion:

- Visibility of focus when using with a connected bluetooth keyboard

Guideline 2.5: Input Modalities

2.5.1 Pointer Gestures - A

Success criterion not applicable

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2.5.2 Pointer Cancellation - A

Success criterion passed

2.5.3 Label in Name - A

Success criterion passed

2.5.4 Motion Actuation - A

Success criterion not applicable

Principle 3: Understandable

Information and the operation of user interface must be understandable.

Source: WCAG 2.0 Principle 3.

Guideline 3.1: Readable

Make text content readable and understandable.

Source: WCAG 2.0 Guideline 3.1.

3.1.1 Language of Page - A

Success criterion passed

Requirement: The declaration of the language must be available and correct

If no (correct) language declaration is available on websites, screen readers can output the content with the wrong emphasis, making the content largely incomprehensible.

See **Accessibility Developer Guide:** Basic structure of an accessible HTML file: What language are you speaking?.

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Finding #39 (Recommended)

URL: `All screens`

If setting a different language at the OS level, the content in the app is pronounced incorrectly. This means the language declaration for the app is not set correctly.

Update 07-2026: OPEN, remediation required

Given the content of the app is now also available in German, we consider this as uncritical at this point, as apps can be presumed to be localised accordingly. However, the issue here is the language declaration of the app so that when this is set differently than English, the English app content is still correctly announced in English. Please see for code examples: https://appt.org/en/guidelines/wcag/success-criterion-3-1-1

Action

Define the correct main language of the web pages, according to the respective language version (e.g. `<html lang="en-">`).

3.1.2 Language of Parts - AA

Success criterion not applicable

This success criterion is not applicable to mobile apps.

Guideline 3.2: Predictable

Make mobile apps appear and operate in predictable ways.

Source: WCAG 2.0 Guideline 3.2.

3.2.1 On Focus - A

Success criterion passed

When any component receives focus, it does not initiate a change of context. (Level A)

3.2.2 On Input - A

Success criterion passed

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Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behaviour before using the component. (Level A)

3.2.3 Consistent Navigation - AA

Success criterion passed

Navigational mechanisms that are repeated on multiple pages or screens occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)

3.2.4 Consistent Identification - AA

Success criterion passed

This success criterion is not applicable to mobile apps.

Guideline 3.3: Input Assistance

Help users avoid and correct mistakes.

Source: WCAG 2.0 Guideline 3.3.

3.3.1 Error Identification - A

Success criterion passed

Guidance for this success criterion:

- Automatically detected input errors in the error message give a clear indication of the incorrect element in text form.

3.3.2 Labels or Instructions - A

Success criterion passed

Guidance for this success criterion:

- Labels or notes are given when user input is expected.
- Required fields are recognizable by screen reader.

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3.3.3 Error Suggestion - AA

Success criterion passed

Guidance for this success criterion:

- Correction recommendations are given when incorrect user input is made.

3.3.4 Error Prevention (Legal, Financial, Data) - AA

Success criterion not applicable

Guidance for this success criterion:

Entries that have legal or financial consequences can be checked, modified or deleted and confirmed before they are sent.

Principle 4: Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Source: WCAG 2.0 Principle 4.

Guideline 4.1: Compatible

Maximize compatibility with current and future assistive technologies.

Source: WCAG 2.0 Guideline 4.1.

4.1.1 Parsing - A

Success criterion not applicable

Guidance for this success criterion:

- No significant validation errors, no outdated code

The organisation publishing the mobile app is responsible for the correctness of the code.

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4.1.2 Name, Role, Value - A

Success criterion passed

Orientation guide for this success criterion:

- Implementations support accessibility. Especially for implemented interactive form elements and controls, tabs, etc. special care is taken to make sure labeling, roles and states are correct.

4.1.3 Status Messages - AA

Success criterion passed

VI. Declaration of Conformity

As soon as your mobile app meets the listed criteria of a conformity level (A, AA or AAA) and «Access for all» has certified this, a conformity label or notice may be published in the mobile app, and on web pages informing about the app and linking to its download. In this note, WCAG 2 requires the following information.

Accessibility Declaration of Conformity

The following contents should be published in the mobile app and on the website informing about the app:

Conformity with levels A and AA of the “Web Content Accessibility Guidelines, WCAG 2.1” has been established on the basis of a defined sample for the mobile app. The tests were carried out in a defined test environment with representative assistive technologies.

- Mobile app:…
- Conformity level: AA
- Date:…
- WCAG 2.1 accessibility guidelines: https://www.w3.org/TR/WCAG21/
- Test Organization: «Access for all», www.access-for-all.ch foundation.

VII Appendix

Important terms in WCAG 2

WCAG 2 contains important terms, which are briefly introduced below and defined in more detail in the glossary.

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Determined by software

Various success criteria require that content (or certain aspects of content) can be “determined” by software. This means that content is delivered in such a way that user agents, including assistive technologies, can extract this information and present it to the user in various ways.

Accessibility supported

While previous versions of WCAG refered explicitly to certain technologies - primarily HTML and CSS - the normative part of WCAG 2 (i.e. the principles, guidelines and success criteria) is expressed in a technology-independent way as far as possible. Therefore, they can be applied to other content formats, such as e.g. a mobile app or PDF. However, the prerequisite for WCAG 2 conformity is that the technology used is and will be “accessibility supported”.

For a technology to be considered accessibility supported, it must be supported by assistive technologies. The support must be specified, but its scope is not specified. A single assistive device is usually not enough, the distribution and availability of the assistive device should be taken into account, and it also depends on the environment in which the technology is to be used - i.e. whether it is generally used in a specifically defined company environment.

Glossary: https://www.w3.org/TR/WCAG21/#glossary

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