



Accessibility conformance report

itsme[®] app - iOS

Report date	25/06/2025
Product description	itsme [®] app iOS
Contact information	
Standards	EN 301 549. (includes WCAG 2.1 A + AA)
Evaluation methods used	All tests were done on the iOS E2E app version 4.17.1
Criteria	<ul style="list-style-type: none">• N/A: this criterium is not applicable to the app• Supports: the tested flows on the app all passed this criterium• Not supported: the tested flows on the app did not pass this criterium

Test results

5.2 Activation of accessibility features	N/A
5.3 Biometrics	Supports
5.4 Preservation of accessibility information during conversion	N/A
5.5.1 Means of operation	N/A
5.5.2 Operable parts discernibility	N/A

5.6.1 Tactile or auditory status	N/A
5.6.2 Visual status	N/A
5.7 Key repeat	N/A
5.8 Double-strike key acceptance	N/A
5.9 Simultaneous user actions	N/A
6.1 Audio bandwidth for speech	N/A
6.2.1.1 RTT communication	N/A
6.2.1.2 Concurrent voice and text	N/A
6.2.2.1 Visually distinguishable display	N/A
6.2.2.2 Programmatically determinable send and receive direction	N/A
6.2.2.3 Speaker identification	N/A
6.2.2.4 Visual indicator of Audio with RTT	N/A
6.2.3 Interoperability	N/A
6.2.4 RTT responsiveness	N/A
6.3 Caller ID	N/A
6.4 Alternatives to voice-based services	N/A
6.5.2 Resolution	N/A
6.5.3 Frame rate	N/A
6.5.4 Synchronization between audio and video	N/A
6.5.5 Visual indicator of audio with video	N/A
6.5.6 Speaker identification with video (sign language) communication	N/A
7.1.1 Captioning playback	N/A

7.1.2 Captioning synchronization	N/A
7.1.3 Preservation of captioning	N/A
7.1.4 Captions characteristics	N/A
7.1.5 Spoken subtitles	N/A
7.2.1 Audio description playback	N/A
7.2.2 Audio description synchronization	N/A
7.2.3 Preservation of audio description	N/A
7.3 User controls for captions and audio description	N/A
11.1.1.1 Non-text content	Supports
11.1.2.1 Audio-only and video-only (pre-recorded)	N/A
11.1.2.2 Captions (pre-recorded)	N/A
11.1.2.3 Audio description or media alternative (pre-recorded)	N/A
11.1.2.5 Audio description (pre-recorded)	N/A
11.1.3.1 Info and relationships	Supports
11.1.3.2 Meaningful sequence	Supports
11.1.3.3 Sensory characteristics	Supports
11.1.3.4 Orientation	Not supported
11.1.3.5 Identify input purpose	Supports
11.1.4.1 Use of colour	Supports
11.1.4.2 Audio control	Supports
11.1.4.3 Contrast (minimum)	Supports
11.1.4.4 Resize text	Supports
11.1.4.5 Images of text	Supports

11.1.4.10 Reflow	Supports
11.1.4.11 Non-text contrast	Supports
11.1.4.12 Text spacing	N/A
11.1.4.13 Content on hover or focus	N/A
11.2.1.1 Keyboard	Supports
11.2.1.2 No keyboard trap	Supports
11.2.1.4 Character key shortcuts	Supports
11.2.2.1 Timing adjustable	Supports
11.2.2.2 Pause, stop, hide	N/A
11.2.3.1 Three flashes or below threshold	Supports
11.2.4.3 Focus Order	Supports
11.2.4.4 Link purpose (in context)	Supports
11.2.4.6 Headings and labels	Supports
11.2.4.7 Focus visible	Supports
11.2.5.1 Pointer gestures	Supports
11.2.5.2 Pointer cancellation	Supports
11.2.5.3 Label in name	Supports
11.2.5.4 Motion actuation	N/A
11.3.1.1 Language of software	Not supported
11.3.2.1 On focus	Supports
11.3.2.2 On input	Supports
11.3.3.1 Error identification	Not supported
11.3.3.2 Labels or instructions	Supports
11.3.3.3 Error suggestion	Supports
11.3.3.4 Error prevention (legal, financial, data)	N/A

11.4.1.1 Parsing	N/A
11.4.1.2 Name, role, value	Supports
11.4.1.3 Status messages	Supports
11.5.2.3 Use of accessibility services	Supports
11.5.2.5 Object information	Not supported
11.5.2.6 Row, column, and headers	N/A
11.5.2.7 Values	N/A
11.5.2.8 Label relationships	Supports
11.5.2.9 Parent-child relationships	Supports
11.5.2.10 Text	Supports
11.5.2.11 List of available actions	Supports
11.5.2.12 Execution of available actions	Supports
11.5.2.13 Tracking of focus and selection attributes	Supports
11.5.2.14 Modification of focus and selection attributes	Supports
11.5.2.15 Change notification	Supports
11.5.2.16 Modifications of states and properties	Supports
11.5.2.17 Modifications of values and text	Supports
11.6.2 No disruption of accessibility features	Supports
11.7 User preferences	Supports
11.8.1 Content technology	N/A
11.8.2 Accessible content creation	N/A
11.8.3 Preservation of accessibility information in transformations	N/A

11.8.4 Repair assistance	N/A
11.8.5 Templates	N/A
12.1.1 Accessibility and compatibility features	N/A
12.1.2 Accessible documentation	N/A
12.2.2 Information on accessibility and compatibility features	N/A
12.2.3 Effective communication	Not supported
12.2.4 Accessible documentation (from support)	N/A