

Reclaim Hosting Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

**Name of Product/Version: Reclaim Hosting - Shared Hosting Client Area
(billing.reclaimhosting.com)**

Report Date: 4/22/2026

Product Description: The Client Area (billing.reclaimhosting.com) is a web-based user interface for customers of Reclaim Hosting’s Shared Hosting services. It allows users to manage their account information, domains, and hosting plans in a centralized location. Through the Client Area, users can view and update account details, manage domain settings (such as nameservers and contact information), administer hosting services, and perform account-related actions such as upgrades, renewals, and cancellations. The platform also enables users to purchase additional domains and hosting plans, access billing information, and manage payment methods.

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Notes: Conformance as of 4/22/2026 – subject to reevaluation on a periodic basis. Reclaim Hosting only addresses accessibility requirements for the core website, signup and administrative forms and other access down to the level of cPanel. Because of the various optional services that individual administrators or users may employ within cPanel (via Installatron), Reclaim Hosting does not maintain nor certify individual applications. Users should consult accessibility conformance reports from individual vendors for these products (example – Wordpress, Omeka, Scalar, etc.)

Evaluation Methods Used: Manual Accessibility Testing (MAT) via WAVE for Chrome, axe DevTools, Silktide Accessibility Checker, Screen Reader simulations, best practices cross references & independent consultation.

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)
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 only be used in WCAG Level AAA criteria.

WCAG 2.x 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
1.1.1 Non-text Content (Level A)	Supports	Non-text content throughout the application is either decorative or has appropriate text alternatives. In cases where images convey information (e.g., domain extension graphics on the domain registration page), equivalent information is also provided in adjacent text (such as tables listing domain extensions and pricing). As a result, all meaningful content is available in text form.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The Client Area does not have audio-only or video-only content (i.e. a podcast or an animation with no sound)
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The Client Area does not have videos present
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The Client Area does not currently employ prerecorded content on the site. Therefore, this criterion is not applicable.
1.3.1 Info and Relationships (Level A)	Does Not Support	Structural relationships and semantic markup are not consistently conveyed across pages. Many pages are missing a primary <h1> heading and contain skipped heading levels, which disrupts the logical structure of content. Form elements frequently lack properly associated labels (e.g., missing or mismatched for attributes), and some inputs rely on placeholders or titles instead of visible labels. Additionally, related form controls (such as radio buttons) are not consistently grouped using <fieldset> and <legend> elements, and some interactive elements (e.g., search fields, dropdowns, toggles, and checkboxes) are missing accessible labels. Tables are also missing proper header associations, such as scope attributes on <th> elements. These issues prevent

Criteria	Conformance Level	Remarks and Explanations
		relationships, structure, and purpose from being programmatically determined.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	In most cases, content maintains a logical reading order; however, there are exceptions where sequence and relationships become unclear when styling is removed. On the Domain Contact Information page, content loses clear structure without CSS, presenting tab headings followed by multiple contact forms without clear association between them. Additionally, on the Register a Domain page, removing CSS impacts the usability and sequence of the workflow, preventing successful completion of the domain registration process. These issues indicate that the intended reading order and relationships are not consistently programmatically determinable.
1.3.3 Sensory Characteristics (Level A)	Partially Supports	Some instructions rely on sensory characteristics such as spatial references (e.g., “click the button below”) to convey meaning. While most content does not depend solely on these cues and those that do can be understood through context (e.g., the button appears immediately after the statement), such references may create ambiguity for users who cannot perceive visual layout or positioning, as they are not supplemented with more descriptive, programmatically determinable instructions.
1.4.1 Use of Color (Level A)	Partially Supports	In most cases, color is not the sole means of conveying information, as status indicators and error messages include descriptive text. Interactive elements such as buttons are visually identifiable through styling beyond color alone. However, links within body text are distinguished primarily by color and are only underlined on hover, which may make them difficult to identify for users who cannot perceive color differences. As a result, color is used as the only visual

Criteria	Conformance Level	Remarks and Explanations
		means of distinguishing some links from surrounding text.
1.4.2 Audio Control (Level A)	Not Applicable	The Client Area does not use audio elements within the site.
2.1.1 Keyboard (Level A)	Partially Supports	Most functionality can be accessed and operated using a keyboard; however, several components are not fully keyboard accessible. On some pages (e.g., Services, Domains, and Invoices), interactive table rows require pointer interaction to access details, and cannot be activated via keyboard, with limited or no alternative methods available. Additionally, the help modal on the Transfer Domain page, is not operable via keyboard, only hover or click.
2.1.2 No Keyboard Trap (Level A)	Partially Supports	Most content does not create keyboard traps. However, on the Register Domain page, interacting with the “Include TLDs” dropdown menu can trap keyboard focus, preventing users from navigating away using standard keyboard commands. This requires additional effort to exit and may limit usability for keyboard-only users.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	The Client Area does not implement single-character key shortcuts. Therefore, no keyboard shortcuts are triggered by character keys alone.
2.2.1 Timing Adjustable (Level A)	Supports	Content and site navigation are not timing dependent.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The Client Area does not include moving, blinking, or scrolling content. Data tables and reports may update periodically as part of normal system functionality; however, these updates do not constitute animated or scrolling content requiring pause, stop, or hide controls under this criterion.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The Client Area does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Does Not Support	Pages do not provide a mechanism to bypass repeated navigation content, such as a “skip to main content”

Criteria	Conformance Level	Remarks and Explanations
		link. Additionally, the absence of <main> landmark elements can limit the ability for users to efficiently navigate to primary content regions.
2.4.2 Page Titled (Level A)	Does Not Support	Pages do not consistently provide unique and descriptive titles. Almost all pages use the same title (“Client Area - Reclaim Hosting”) regardless of the specific content or function of the page (e.g., Domains, Products & Services), which does not adequately describe the page’s purpose or help users distinguish between pages.
2.4.3 Focus Order (Level A)	Partially Supports	Interactive elements receive focus in a logical order that preserves meaning and operability. While one page, the Account Details page, presents form fields in a two-column layout that may appear visually out of sequence, the focus order follows a logical grouping of related information (e.g., user information, address details, payment details), ensuring a coherent and usable navigation experience for keyboard users. Additionally, the focus order in the footer does not follow the visual layout (e.g., moving from language selection to “Contact Us” to “Terms of Service”). On the Change Password page, when activating the “Generate Password” modal, focus briefly continues through background page content before reaching the modal.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link can be determined from the link text itself or from the surrounding contextual information, allowing users to understand the destination or function of the link.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	Other than standard cursor / pointer function, no specialized use is employed.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Partially Supports	Most functionality is triggered on the up-event, allowing users to cancel or adjust pointer actions before completion. However, some toggle controls

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		(e.g., “Join Mailing List” on the Account Details page and “Single Sign-On” on the Security page) are activated on the down-event depending on where the user clicks. While these actions are easily reversible and do not result in significant consequences, they do not fully meet the requirements of this criterion.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	Some user interface components do not provide accessible names that match or appropriately reflect their visible labels. Various form inputs are missing properly associated labels (e.g., missing or mismatched <for> attributes), which may result in accessible names that are absent or do not correspond to the visible label. Additionally, certain interactive elements (e.g., search fields, dropdowns, toggle switches, and checkboxes) lack accessible labels altogether. These issues may prevent assistive technology users from accurately identifying and interacting with controls using their visible labels.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	Motion Actuation is not employed.
3.1.1 Language of Page (Level A)	Partially Supports	The default language of the page is correctly identified using the lang="en" attribute. However, when users change the language using the language selector, the lang attribute does not update to reflect the selected language. This may result in assistive technologies using incorrect pronunciation rules for non-English content.
3.2.1 On Focus (Level A)	Supports	No unexpected changes of context or actions are triggered when elements receive focus via keyboard navigation. Users can navigate through interactive components without experiencing unintended behavior.
3.2.2 On Input (Level A)	Supports	No unexpected changes of context or actions occur when interacting with UI components. Actions that

Criteria	Conformance Level	Remarks and Explanations
		require user input are clearly labeled, such as “Cancel” or “Save Changes” and changes are only applied when the user explicitly activates the corresponding button.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Help mechanisms are presented consistently across pages. The support link appears in the same location within the navigation bar, ensuring users can reliably locate assistance throughout the site.
3.3.1 Error Identification (Level A)	Partially Supports	Errors are identified when invalid or incomplete input is submitted; however, the clarity and specificity of error messages are inconsistent. Some forms provide clear, field-specific error messages (e.g., missing required fields or invalid formats), while others display generic messages such as “An issue was encountered... Please contact support,” which do not clearly indicate the specific field or nature of the error. Additionally, some validation behaviors do not consistently identify input errors (e.g., accepting incomplete or improperly formatted phone numbers). As a result, users may not always be able to easily determine what caused the error or how to correct it.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Some forms provide labels or instructions to guide user input; however, this is not implemented consistently across the site. Many form fields are missing properly associated labels (e.g., missing or mismatched <for> attributes), and some inputs lack visible labels altogether or rely on alternative methods such as placeholders or titles. Additionally, certain controls (e.g., search fields, dropdowns, toggle switches, and checkboxes) do not include clear labels or instructions. These issues may make it difficult for users to understand what information is required and how to complete form inputs.

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3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	The Client Area does not require users to re-enter the same information within a single process. Therefore, this criterion is not applicable.
4.1.1 Parsing (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 WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Partially Supports	Most user interface components, including buttons, links, dropdowns, tabs, and sorting controls, expose appropriate name, role, and state information through standard HTML and are operable with assistive technologies. However, form fields are not consistently implemented. Some inputs are missing properly associated labels, have mismatched label associations, or lack accessible names altogether. These issues may prevent assistive technologies from accurately conveying the name, role, and value of certain form controls, limiting full accessibility

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The Client Area does not include live audio content. Therefore, this criterion is not applicable
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The Client Area does not include prerecorded video content requiring audio description. Therefore, this criterion is not applicable.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Content and functionality are not restricted to a single display orientation. The interface supports both portrait and landscape orientations without loss of information or functionality.

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Does Not Support	Form fields do not consistently provide programmatically identifiable input purposes through the use of `autocomplete` attributes. Many forms, including login, account details, domain contact information, user management, and payment method forms, have autocomplete disabled or do not include appropriate autocomplete attributes for common input fields (e.g., name, email, address, phone number, and payment details). This prevents user agents and assistive technologies from identifying input purpose and offering appropriate autofill support.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Most text meets minimum contrast requirements; however, several recurring UI elements fall below the required 4.5:1 ratio. Examples include breadcrumb navigation indicating the current page (~3.95:1), various button styles (e.g., green, blue, grey, and navigation buttons ranging approximately from 2.09:1 to 3.47:1), and orange/yellow buttons with white text (~1.94:1). Additional instances include colored instructional text (e.g., password tips) and form elements such as dropdowns and helper text with contrast ratios around 3.08:1–3.95:1. While inactive (disabled) buttons do not meet contrast requirements, they are considered an exception under this criterion. These issues may make text difficult to read for users with low vision.
1.4.4 Resize text (Level AA)	Supports	Text can be resized up to 200 percent without loss of content or functionality and without requiring assistive technology. The interface remains usable and information remains accessible when text is enlarged.
1.4.5 Images of Text (Level AA)	Supports	The Client Area does not use images of text to convey information, except for logos. Text is presented using programmatically determinable text rather than

Criteria	Conformance Level	Remarks and Explanations
		images, allowing it to be customized by user agents and assistive technologies.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	Content does not consistently reflow to fit smaller viewport widths without requiring horizontal scrolling. Specifically, pages that contain tables (e.g., Domains and Products & Services, and Email History pages) require users to scroll horizontally to view all content when viewed on a mobile device, which does not meet the reflow requirements for responsive design. This may make content more difficult to read and interact with on smaller screens or when zoomed.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	Some visual indicators of interactive components meet the required 3:1 contrast ratio; however, this is not consistent across the interface. Several button styles (e.g., green, yellow, blue, and white buttons with grey outlines) do not meet the minimum contrast requirement in certain contexts, with contrast ratios ranging approximately from 1.6:1 to 2.92:1. Additionally, iconography used within navigation buttons (e.g., Services, Domains, Tickets, and Invoices) does not provide sufficient contrast (~1.5:1), and graphical elements such as usage meters on a hosting product page also fall below the required threshold (~1.16:1). Insufficient contrast across these UI elements may make it difficult for users to perceive and interact with controls.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	Text content adapts appropriately when user-defined text spacing styles are applied (including line height, letter spacing, word spacing, and paragraph spacing). No loss of content or functionality occurs, and all text remains readable and usable, meeting the requirements of this criterion.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Partially Supports	Content that appears on hover or focus is limited to a single help tooltip on the Transfer Domains page. This

Criteria	Conformance Level	Remarks and Explanations
		tooltip does not remain visible when a user moves the pointer to interact with it, causing it to disappear prematurely, and it is not accessible via keyboard. As a result, it does not completely meet the requirements for hoverable, persistent, and keyboard-accessible content.
2.4.5 Multiple Ways (Level AA)	Partially Supports	Most pages can be located through more than one method, such as the primary header navigation and contextual links within page content. However, some product-specific pages (e.g., Upgrade/Downgrade for a hosting account or Nameservers for a domain) are only accessible within the context of that specific product and do not have an alternative navigation path. As a result, multiple ways to locate all pages are not consistently provided across the application.
2.4.6 Headings and Labels (Level AA)	Partially Supports	Headings and labels are not consistently descriptive or present across the application. Many pages lack a clear primary heading (e.g., an <h1>), making it difficult to identify the overall purpose of the page. Additionally, some form inputs do not have visible labels (e.g., search fields), and in certain cases, labels or instructions are provided only as placeholder text rather than persistent, visible labels. These issues may make it difficult for users to understand the purpose of content and form fields without relying on context.
2.4.7 Focus Visible (Level AA)	Partially Supports	Most interactive elements provide a visible focus indicator; however, this is not consistent across the application. Certain controls, including the search and cart buttons in the top navigation and the language selection control in the footer, do not display a visible focus state. Additionally, some form elements (e.g., renewal period options, domain transfer fields, and the promo code input on the checkout page) do not receive a visible focus indicator when navigating via

Criteria	Conformance Level	Remarks and Explanations
		keyboard. These issues may make it difficult for keyboard users to determine their current position on the page.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Partially Supports	In almost all cases, focused elements remain visible and are not obscured by other content. However, on the Change Password page, when the “Generate Password” modal is opened, keyboard focus is not properly managed and can move to elements behind the modal. As a result, the focused element may be obscured by the modal overlay, making it difficult for keyboard users to track focus and interact with content.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	The Client Area does not require dragging movements for any functionality. Therefore, this criterion is not applicable.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Interactive elements meet the minimum target size requirement of 24 by 24 CSS pixels, or an equivalent mechanism is provided. Where smaller targets exist, they are accompanied by alternative controls or activation methods that meet the size requirement, ensuring accessibility for users who rely on larger touch targets.
3.1.2 Language of Parts (Level AA)	Does Not Support	The default language of the page is correctly identified as English using the <lang="en"> attribute. However, when users change the language using the provided language selection mechanism, the page content updates but the lang attribute does not update to reflect the selected language. As a result, content presented in languages other than English is not programmatically identified, which may cause assistive technologies to interpret and pronounce the content incorrectly.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational components that are repeated across pages appear in a consistent order and location. Users

Criteria	Conformance Level	Remarks and Explanations
		can reliably locate menus, toolbars, and primary navigation elements throughout.
3.2.4 Consistent Identification (Level AA)	Supports	Components that perform the same function are identified consistently throughout the interface, allowing users to recognize and interact with controls predictably.
3.3.3 Error Suggestion (Level AA)	Partially Supports	In some cases, error messages provide helpful guidance for correcting input (e.g., indicating missing required fields, invalid formats such as email syntax, or specific issues with payment information). However, this is not consistent across the application. Several forms display generic error messages (e.g., “An issue was encountered... Please contact support”) that do not provide actionable suggestions for resolving the error or identifying the specific field in question. Additionally, some validation behaviors do not clearly guide users on how to correct input errors. As a result, users may not always be provided with sufficient information to successfully resolve errors and complete tasks.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Partially Supports	In many cases, the application provides mechanisms to prevent errors when users are performing actions involving financial transactions or changes to user data. Users are often able to review and confirm actions before completion (e.g., reviewing purchases in the cart prior to payment), and many forms include cancel options that allow users to revert changes before submission. Additionally, some actions (e.g., enabling/disabling features such as auto-renew, registrar lock, or account settings) are easily and immediately reversible after completion. However, this is not consistent across all functionality. Certain actions, such as updating domain nameservers, do not provide a confirmation step or an option to

Criteria	Conformance Level	Remarks and Explanations
		review changes before they are applied. While some changes may be technically reversible, they may result in temporary disruptions (e.g., DNS propagation delays), which limits effective error prevention. As a result, not all critical actions provide sufficient safeguards against user error.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	The authentication process does not rely on cognitive function tests such as memorization, puzzles, or transcription of characters. Users are not required to solve CAPTCHA-style challenges or perform other cognitive tasks beyond entering standard credentials.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Does Not Support	Status messages are not consistently programmatically conveyed to assistive technologies. When forms are submitted with errors, the page refreshes and error messages are displayed as part of the updated page content rather than being announced as status messages. As a result, screen readers restart reading from the top of the page instead of immediately announcing the error messages. This behavior may prevent users from being promptly informed of errors and understanding what needs to be corrected.

Table 3: Success Criteria, Level AAA

Notes: Success Criteria, Level AAA criterion have not been assessed at this time.