

Reclaim Hosting Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Reclaim Hosting – Domain of One’s Own (DoOO)

Report Date: 3/11/2026

Product Description: Domain of One’s Own provides at-scale cPanel web hosting that can be customized and administered for students, faculty, and staff. End users login quickly with their campus credentials and can be up and running with a domain of their choosing in a matter of seconds.

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Notes: Conformance as of 3/11/2026 – 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	DoOO includes minimal non-text content. The primary image present is the institution’s logo displayed in the header, which also functions as a link to the homepage. This image includes appropriate alternative text that identifies the image as a logo and describes its function.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	DoOO does not include prerecorded audio-only or video-only content. Therefore, this criterion is not applicable.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	DoOO pages do not include prerecorded video content with audio. Therefore, this criterion is not applicable.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	DoOO set ups do not currently employ prerecorded content on the site.
1.3.1 Info and Relationships (Level A)	Does Not Support	DoOO pages do not fully convey information and relationships programmatically. ARIA landmarks such as “header”, “main”, and “footer” are not present, though a “search” landmark is provided. Additionally, a form embedded via a third-party iframe does not include programmatically associated labels for input fields or indicate required fields using standard HTML attributes. Because the form is provided by a third-party service, its markup cannot be modified within the product.
1.3.2 Meaningful Sequence (Level A)	Supports	Content is presented in a logical order that preserves meaning when read programmatically. The sequence of elements in the DOM reflects the intended reading and navigation order for assistive technology users.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions and content do not rely solely on sensory characteristics such as shape, size, visual location,

Criteria	Conformance Level	Remarks and Explanations
		orientation, or sound. Information is conveyed programmatically and through text where appropriate.
1.4.1 Use of Color (Level A)	Supports	Color is not used as the sole means of conveying information, indicating an action, prompting a response, or distinguishing visual elements. Semantic HTML markup and additional visual indicators, such as underlined links and structural formatting, are used to ensure information is perceivable without reliance on color alone.
1.4.2 Audio Control (Level A)	Not Applicable	DoOO does not contain audio that plays automatically. Therefore, this criterion is not applicable.
2.1.1 Keyboard (Level A)	Supports	All interactive elements, including forms, inputs, and buttons, are operable using a keyboard interface without requiring specific timings for individual keystrokes. No functionality depends on time-sensitive keyboard input.
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard traps are present. Users can navigate to and away from all interactive components using standard keyboard commands without becoming trapped in any interface element.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	DoOO 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	DoOO does not impose time limits on user interactions or task completion. Users can complete actions and interact with content at their own pace without time-based restrictions.
2.2.2 Pause, Stop, Hide (Level A)	Supports	DoOO pages do not include moving, blinking, scrolling, or auto-updating content. Therefore, no mechanisms are required to pause, stop, or hide such content.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	DoOO does not include flashing content.
2.4.1 Bypass Blocks (Level A)	Does Not Support	DoOO includes a repeated navigation bar but does not provide a mechanism, such as a “skip to main content”

Criteria	Conformance Level	Remarks and Explanations
		link or other bypass method, to allow keyboard users to skip this repeated content and move directly to the main page content.
2.4.2 Page Titled (Level A)	Supports	Pages on DoOO include a descriptive and programmatically determinable title that accurately reflects the page's topic / purpose.
2.4.3 Focus Order (Level A)	Supports	Interactive elements receive focus in a logical order that follows the visual layout and underlying structure of each page. Keyboard navigation preserves meaning and operability without causing confusion or loss of context.
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)	Supports	Functionality triggered by pointer input, including actions such as account creation, is completed on the up-event (e.g., upon release of a mouse click). Users may abort the action by moving the pointer away before releasing. No irreversible action is executed on the down-event.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	All buttons and interactive elements have accessible names that match their visible labels. However, the input fields on the sign-up form are visually labeled but not programmatically associated, so screen readers may not read the labels correctly. This form is provided by a third-party vendor, and we do not have the ability to modify the labeling implementation.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	DoOO does not include functionality that is triggered by device motion or user movement. Therefore, this criterion is not applicable.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Supports	Default language can be programmatically determined on all pages.
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 require user input are clearly labeled and when signing up for a domain, the "Check" button is clearly visible and changes are only applied when the user explicitly activates the corresponding button and goes through a review of their selections.
3.2.6 Consistent Help (Level A 2.2 only)	Not Applicable	Help mechanisms are not included in the base version of the Domain of One's Own interface. If help content is present, it is implemented by the institution or end user configuring the service. Therefore, this criterion is not applicable to the base product.
3.3.1 Error Identification (Level A)	Supports	When user input errors occur, descriptive error messages identify the issue and indicate the field requiring correction. For example, if the domain field is left blank during signup, the user is prompted to enter a domain, and if the selected domain is already in use, a message informs the user that the subdomain is taken and prompts them to try another option.
3.3.2 Labels or Instructions (Level A)	Does Not Support	The signup form provides visible instructions adjacent to the input field; however, the label text is not programmatically associated with the form control. The field also uses placeholder text ("yourname"), which does not function as a persistent or accessible label. As a result, assistive technologies may not reliably identify the purpose of the input field. The

Criteria	Conformance Level	Remarks and Explanations
		form is provided through a third-party embedded iframe and cannot be modified within the product.
3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	The product 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)	Does Not Support	Some user interface components do not expose a programmatically determinable accessible name. In particular, the domain input field in the signup form does not have a programmatically associated label, which may prevent assistive technologies from identifying the control’s purpose. This form is embedded from a third-party service and its markup cannot be modified within the product.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	DoOO does not include live audio content on its base template. Therefore, this criterion is not applicable.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	DoOO does not include prerecorded video content requiring audio description on its base template. 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.

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1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Not Applicable	The signup form contains a single input field used to create a unique subdomain name. This field does not collect user personal information corresponding to the defined input purposes listed in the WCAG Input Purposes for User Interface Components section (e.g., name, email, address). Therefore, this criterion is not applicable.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Most text content, including the signup form and primary page content, meets the minimum 4.5:1 contrast ratio requirement. However, inactive navigation links in the top navigation bar do not consistently meet the required contrast ratio against the background. For example, links representing pages that are not currently active may appear in a lighter gray color that falls below the minimum contrast requirement.
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	DoOO does not use images of text to convey information, except for logos. Text is presented using programmatically determinable text rather than images, allowing it to be customized by user agents and assistive technologies.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	Content can be resized up to 400% without loss of information or functionality and without requiring horizontal scrolling. The page layout adjusts responsively to ensure content remains accessible within the viewport.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	Some user interface components do not meet the minimum 3:1 contrast ratio required for non-text elements. In particular, the input field boundaries in the signup form have a contrast ratio of approximately

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		1.28:1 against the background. This form is embedded from a third-party provider, and the styling of these input fields is controlled by the provider and cannot be modified within the product.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially Supports	When user-defined text spacing adjustments are applied (including line height, paragraph spacing, letter spacing, and word spacing), most page content remains readable and functional without loss of information. However, the input fields in the signup form, including their placeholder text, do not fully respond to these styling changes. The form is embedded from a third-party provider, and its styling behavior cannot be modified within the product.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Not Applicable	DoOO does not use hover or focus interactions to trigger additional content that appears and disappears. No supplemental content is displayed on hover or keyboard focus that would require dismissal, hover persistence, or focus management under this criterion.
2.4.5 Multiple Ways (Level AA)	Supports	Pages can be located through multiple methods. Users can navigate to pages using the links provided in the site's navigation bar or by using the search field available in the navigation menu.
2.4.6 Headings and Labels (Level AA)	Does Not Support	The signup form includes visible label text; however, the label is not programmatically associated with the corresponding input field. As a result, assistive technologies may not reliably identify the purpose of the form control. The form is embedded from a third-party provider and its markup cannot be modified within the product.
2.4.7 Focus Visible (Level AA)	Does Not Support	Interactive elements do not consistently provide a visible focus indicator when navigated using a keyboard. As a result, users navigating via keyboard may not be able to determine which element currently has focus.

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2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	When elements receive keyboard focus, the focused content remains visible and is not obscured by other page content such as navigation elements or overlays.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Application	DoOO 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 controls meet the minimum target size requirement of at least 24 by 24 CSS pixels, supporting accurate pointer interaction.
3.1.2 Language of Parts (Level AA)	Supports	The default language of the page is programmatically identified. No sections of the page use a language different from the default language.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational components that are repeated across pages appear in a consistent order and location. Users 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)	Supports	When user input errors occur, descriptive error messages identify the issue and provide guidance for correcting it. For example, if the domain field is left blank during signup, users are prompted to enter a domain, and if a selected domain is already in use, users are informed that the subdomain is taken and prompted to try another option.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	During the signup process, users can review their selected domain and associated information on a “Review Selection” page before confirming their submission. This review step allows users to verify and correct information prior to completing the action.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	There are no authentication processes that rely on cognitive function tests such as memorization, puzzles,

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		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)	Partially Supports	Some status and error messages are programmatically conveyed to assistive technologies without requiring a change of focus. For example, when the domain field is left blank, the “Please enter your domain” message is automatically announced by screen readers. However, other messages—such as when a selected subdomain is already in use—require a focus change before being announced by assistive technologies.

Table 3: Success Criteria, Level AAA

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