Omella, Inc. Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Omella web application (payer and organizer experiences), production release as of November 2026

Report Date: November 2026

Product Description: Omella is a web-based platform that K-12 schools, districts, and school organizations use to collect payments, forms, and electronic signatures. Payers (parents and guardians) complete payment pages and forms; organizers (school staff and volunteers) build pages and manage responses, reports, and payouts.

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Notes: This report covers the Omella web application in current desktop and mobile browsers, including payment pages, forms, e-signature, checkout, district payments directories, and the organizer dashboard. This report also covers payments initiated from a student information system (Skyward). It also covers receipt and request emails. Not covered, with evaluation in progress: the Omella iOS and Android apps. Payment entry, bank linking, and identity verification are provided by Stripe and Finix. Stripe's components are covered by Stripe's own accessibility conformance report. Finix-hosted components (organizer onboarding and identity verification, and hosted payment fields) are provided by Finix and are not covered by this report. Known gaps and target remediation dates are published in the Omella Accessibility Roadmap at https://omella.com/solutions/accessibility.

Evaluation Methods Used: Automated testing with axe-core against WCAG 2.0, 2.1, and 2.2 Level A and AA rules; manual keyboard-only testing of payer and organizer flows; manual inspection of accessible names, roles, labels, color contrast, and responsive layout at 320 CSS pixels. Screen reader testing (VoiceOver and NVDA) is in progress.

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

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.

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)	Partially Supports	Most images and controls have text alternatives. Some product images use generic alternative text, the check-in QR code on the confirmation page has no text alternative, some icon-only buttons expose internal icon names instead of descriptive labels, and logo and QR code images in emails have no alternative text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The product does not include prerecorded or live audio or video content. Media that organizers choose to add to their pages is the organizer's responsibility.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The product does not include prerecorded or live audio or video content. Media that organizers choose to add to their pages is the organizer's responsibility.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The product does not include prerecorded or live audio or video content. Media that organizers choose to add to their pages is the organizer's responsibility.
1.3.1 Info and Relationships (Level A)	Partially Supports	Pages use headings, landmarks, and data tables. Some form questions are not programmatically associated with their inputs, checkbox groups lack a group label, required fields are indicated visually only, and some navigation tabs, lists, and sortable table columns do not expose their structure or state.
1.3.2 Meaningful Sequence (Level A)	Supports	Reading and navigation order matches the visual order.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions do not rely solely on shape, size, location, or sound.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	Partially Supports	Status and required indicators include text in addition to color. On the signup page, the "Log in" link within text is distinguished by color only.
1.4.2 Audio Control (Level A)	Supports	The product does not play audio automatically.
2.1.1 Keyboard (Level A)	Partially Supports	Payer and organizer flows are generally keyboard operable. The tip selector on the checkout page and the pay now / pay over time selector on the student information system checkout cannot be operated with a keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard traps were identified.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	The product does not use single-character keyboard shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	No time limits were identified in payer flows.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The product does not include moving, blinking, or auto-updating content that lasts more than five seconds.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The product does not include flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	Pages provide a main landmark that allows assistive technology users to bypass repeated content.
2.4.2 Page Titled (Level A)	Partially Supports	Payment and form pages have descriptive titles. District payments directory pages and organizer dashboard pages use generic titles.
2.4.3 Focus Order (Level A)	Partially Supports	Focus order is generally logical. After adding an item to a cart, or closing the fee details panel in student information system payments, focus moves to the top of the page instead of returning to the related control. The fee details panel is not exposed as a dialog.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	Most links have descriptive text. Some logo and icon links have no accessible name. Receipt emails use vague link text such as "View" and "Click here."

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	Functionality does not require multipoint or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Actions are triggered on pointer release using standard controls.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	Most controls include their visible label in their accessible name. Form inputs use generic accessible names (for example, "short answer") that do not include the visible question text.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	Functionality is not operated by device motion.
3.1.1 Language of Page (Level A)	Partially Supports	The default language of each web page is identified. Emails do not identify their language.
3.2.1 On Focus (Level A)	Supports	Receiving focus does not trigger a change of context.
3.2.2 On Input (Level A)	Supports	Changing a setting does not trigger an unexpected change of context.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Help is available in a consistent location in the organizer dashboard.
3.3.1 Error Identification (Level A)	Partially Supports	Required fields are enforced, but the submit button is disabled without identifying which required fields are incomplete. Email format errors are shown visually but are not associated with the field or announced.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Form questions have visible labels. Required status is not conveyed programmatically, and some inputs, such as custom amount fields, lack a label.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	Payers are not asked to re-enter information previously provided in the same process.
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	Standard controls expose name, role, and value. Some icon buttons expose internal icon names, quantity controls and form inputs have generic

Criteria	Conformance Level	Remarks and Explanations
		names, expandable menus do not expose their expanded state, and some editor controls nest interactive elements.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The product does not include prerecorded or live audio or video content. Media that organizers choose to add to their pages is the organizer's responsibility.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The product does not include prerecorded or live audio or video content. Media that organizers choose to add to their pages is the organizer's responsibility.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Content is not restricted to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially Supports	Email fields identify their input purpose. Other personal information fields, such as name, do not.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Most body text meets contrast requirements. Some secondary text, placeholder text, and text and buttons using the brand accent color fall below 4.5:1, including buttons and labels in emails.
1.4.4 Resize text (Level AA)	Partially Supports	Text can be resized to 200% using desktop browser zoom. On mobile browsers, pinch-to-zoom is disabled.
1.4.5 Images of Text (Level AA)	Supports	Text is presented as text rather than images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	Payer pages reflow to a single column at 320 CSS pixels without horizontal scrolling.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	Some form control boundaries, such as checkboxes and text input underlines, fall below 3:1 contrast.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	No loss of content or functionality occurs on payer pages when text spacing is increased to WCAG test values.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Partially Supports	Tooltips in the organizer dashboard (for example, on the page editor toolbar) cannot be dismissed with the Escape key without moving the pointer.
2.4.5 Multiple Ways (Level AA)	Supports	Payment pages can be reached by direct link and through district payments directories with search. The organizer dashboard provides navigation and search.
2.4.6 Headings and Labels (Level AA)	Partially Supports	Most headings and labels are descriptive. Some buttons, such as "Add" and quantity controls, are not descriptive out of context.
2.4.7 Focus Visible (Level AA)	Partially Supports	Some controls, including checkboxes, do not show a visible focus indicator, and text input focus indication is faint.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	Focused elements are not hidden by author-created content.
2.5.7 Dragging Movements (Level AA 2.2 only)	Partially Supports	Reordering items in the organizer page editor relies primarily on dragging.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports	Payer controls generally meet minimum target size. Some controls in the organizer page editor are smaller than 24 by 24 CSS pixels.
3.1.2 Language of Parts (Level AA)	Supports	Content is presented in a single language.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation is consistent across pages.
3.2.4 Consistent Identification (Level AA)	Supports	Components with the same function are identified consistently.
3.3.3 Error Suggestion (Level AA)	Partially Supports	Where input errors are detected, suggestions for correction are not always provided.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Payers review items and totals on the checkout page before submitting a payment and can return to make changes.

Criteria	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Payer flows do not require authentication. Organizer sign-in does not require a cognitive function test.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Does Not Support	Status messages, such as cart updates and form status, are not announced to assistive technologies.

Legal Disclaimer (Omella, Inc.)

This report reflects Omella, Inc.'s good-faith assessment of the product as of the report date, based on the evaluation methods described above. It will be updated as the product and our evaluation evolve.