

Accessibility Audit Report – TicketForce System

Audit Date: June 09, 2025

Audited by: Crionet Innovation Team

Methodology: Combined automated and manual testing (Axe, Lighthouse, WAVE, screen reader, keyboard navigation)

Summary

This report outlines the accessibility issues identified on the TicketForce web platform based on testing conducted on June 09, 2025. The audit was carried out using both automated tools and manual review techniques. The current state of the platform is **partially compliant** with WCAG 2.2 Level AA. The issues listed below are grouped by WCAG criteria and indicate the severity level for each.

Key Accessibility Issues Identified

Issue Description	WCAG Criteria	Severity
Missing alternative text for images	1.1.1	Critical
Form fields without labels or with unlinked (orphan) labels	1.1.1, 1.3.1, 2.4.6, 3.3.2	Critical
Missing page regions (landmarks) for navigation	1.3.1, 2.4.1	Major
Missing main heading (H1) on several pages	1.3.1, 2.4.6	Major
Incorrect heading hierarchy	1.3.1, 2.4.1, 2.4.6	Major
Empty buttons or links without discernible text	1.1.1, 2.4.4	Major
Insufficient color contrast	1.4.3	Critical
Redundant links with identical purposes	2.4.4	Minor
Form fields with multiple associated labels	1.1.1, 1.3.1, 2.4.6, 3.3.2	Major
Mouse-only actions with no keyboard equivalent	2.1.1	Critical
Layout not optimized for mobile or tablet use	1.4.10, 1.3.4, 1.4.4, 1.3.1	Major
Non-accessible PDF files	EN 301 549 – Section 10.1	Major
Possible browser incompatibilities due to parsing errors	4.1.1	Minor
Text zoom is not supported up to 200%	1.4.4	Major

Third-party services and payment platform

The TicketFroce web platform includes a purchase functionality that is integrated via an external third-party system. While we strive to ensure overall accessibility of our website, we are not responsible for the accessibility compliance of third-party integrations, including the ticket purchasing interface and payment processing systems. Accessibility issues related to these external services fall under the responsibility of their respective providers.

Notes

- **Critical:** Prevents users with disabilities from completing key tasks.
- **Major:** Significantly impairs usability or understanding.
- **Minor:** Low impact but should be corrected.

Prepared for: Crionet Innovation Team

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