

ACCESSIBILITY VALIDATION REPORT

Organisations & Contacts module



Written by

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Date

10.06.2026

Revision history

Version	Date	Author	Description of Changes
1.0	Jun 10, 2026	Tractivity QA Team	Initial version

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Summary

The purpose of this document is to provide an Accessibility Validation summary.

As part of our ongoing platform migration, modules were transitioned to a new architecture. During the migration phase, several accessibility regressions were observed that did not align with WCAG 2.2 Level AA. We conducted verification using a combination of automated tools (Lighthouse, WAVE) and manual testing (NVDA screen reader).

It is important to note that **all identified findings were successfully remediated and verified before rollout**. This proactive approach ensured that no accessibility defects reached the production environment, maintaining a high standard of inclusivity for our end users from day one of the new platform launch.

Conclusion: The Module has successfully completed the remediation cycle. All identified accessibility defects have been fixed and verified, ensuring the module is ready for end-user interaction.

Testing Methodology and Tools

Testing & Remediation Methodology

Our team follows a rigorous, multi-step verification process:

1. Initial Automated Accessibility Audit: Upon completion of the development phase, the QA team performs a scan using industry-standard tools (WAVE and Lighthouse).
2. Jira Documentation: Every identified non-compliance issue or potential regression is logged as a detailed finding within a dedicated Jira ticket. This ensures full transparency and accountability for every bug found.
3. The Re-testing Cycle:
 - a. Once developers apply adjustments, the QA team performs a mandatory re-test of each specific finding.
 - b. We verify whether the previous issues are no longer reproducible. If any issue persists, the ticket is returned to development for further refinement.
 - c. This cycle repeats until 100% of the identified comments are successfully resolved.
4. Final Sign-off: A module is considered "Validated" only once all Jira sub-tasks are marked as Done. The final verification is performed on the Blazor development environment using the Chrome browser, documented with the official internal sign-off: "Verification passed."
5. Auditability: All data regarding the testing history, specific findings, and the step-by-step verification of fixes is preserved within the corresponding Jira ticket for this module.

Tools

- [Lighthouse](#)
- [Wave](#)
- [NVDA](#)

Browsers

- Google Chrome (Version 147.0.7727.138)

Standard

- [WCAG 2.2](#) (Level AA)

Scope

- Organisations & Contacts
 - Organisations & Contacts: Search
 - Contacts: Add Contact
 - Contacts: Edit Contact
 - Contacts: Clone Contact Activity
 - Contacts: View Contact

- Contacts: View Contact Activity
- Contacts: View Contact Activity Attachment
- Contacts: Add Contact Activity
- Contacts: Edit Contact Activity
- Contacts: Reassign Activity
- Contacts: Attach Library File
- Contacts: Link / Unlink Contacts
- Organisations: Add Organisation
- Organisations: Edit Organisation
- Organisations: Clone Organisation Activity
- Organisations: View Organisation
- Organisations: View Organisation Activity
- Organisations: View Organisation Activity Attachment
- Organisations: Add Organisation Activity
- Organisations: Edit Organisation Activity
- Organisations: Reassign Activity
- Organisations: Attach Library File

Test Table

Organisations & Contacts

Page	Wave (Max score 10)	Lighthouse (Max score 100)	Issues
Organisations & Contacts: Search	9.9	100	A layout table is present x4 1.3.1 Info and Relationships (Level A) 1.3.2 Meaningful Sequence (Level A)
Contacts: Add Contact	10	100	
Contacts: Edit Contact	10	100	
Contacts: Clone Contact Activity	10	100	
Contacts: View Contact	10	100	Redundant title text x1
Contacts: View Contact Activity	10	100	Redundant title text x1
Contacts: View Contact Activity Attachment	10	100	
Contacts: Add Contact Activity	10	100	
Contacts: Edit Contact Activity	10	100	
Contacts: Reassign Activity	10	100	A layout table is present x3 1.3.1 Info and Relationships (Level A) 1.3.2 Meaningful Sequence (Level A)
Contacts: Attach Library File	10	100	
Contacts: Link / Unlink Contacts	10	100	A layout table is present x3 1.3.1 Info and Relationships (Level A) 1.3.2 Meaningful Sequence (Level A)
Organisations: Add Organisation	10	100	
Organisations: Edit Organisation	10	100	
Organisations: Clone Organisation Activity	10	100	
Organisations: View Organisation	10	100	Redundant link x1 2.4.4 Link Purpose (In Context) (Level A) Redundant title text x1
Organisations: View Organisation Activity	10	100	Redundant title text x1

Organisations: View Organisation Activity Attachment	10	100	
Organisations: Add Organisation Activity	10	100	
Organisations: Edit Organisation Activity	10	100	
Organisations: Reassign Activity	10	100	A layout table is present x1 1.3.1 Info and Relationships (Level A) 1.3.2 Meaningful Sequence (Level A)
Organisations: Attach Library File	10	100	