DingoBlu WCAG 2.2 AA Accessibility Audit: Remediation Report

Summary

The fixes for the audit report are done and checked.

- **The audit:** DingoBlu WCAG 2.2 AA Accessibility Audit.
- **What we did:** all fixes are in the website code and CMS rules. CMS content is unchanged.
- **How we checked:** we tested on our development site, then scanned the QA site with axe DevTools. Screenshots are attached separately.

Audit findings and our fixes

The first table lists the findings as in the audit. The second shows what we changed and how we checked it.

#	Finding	Severity	WCAG 2.2 SC	Pages	Status
1	Heading hierarchy broken (no H1 on Home, two H1s on Help Center, level skips, H5 footer)	High	1.3.1, 2.4.6	All 8	Done
2	Hero carousel: focusable content inside aria-hidden slide, no pause control, no carousel semantics, sits in header	High	1.3.1, 2.1.1, 2.2.2, 2.4.3, 4.1.2	Home	Done
3	Dropdown nav (About Us, Resources) has no toggle or aria-expanded; likely hover-only	High	2.1.1, 4.1.2, 1.4.13	All 8	Done

#	Finding	Severity	WCAG 2.2 SC	Pages	Status
4	Font-icon `<em class="fa">` elements not aria-hidden (14 per page)	High	1.1.1, 1.3.1	All 8	Done
5	FAQ accordion: no aria-controls; collapsed panels may stay in accessibility tree	High	4.1.2, 1.3.1	Home, FAQs	Done
6	Footer is a div, no contentinfo landmark; no skip link	Medium	1.3.1, 2.4.1	All 8	Done
7	"What Matters to You" cards are buttons containing H3 headings	Medium	1.3.1, 4.1.2	Home	Done
8	Raw-URL link text; new-tab and PDF links not announced	Medium	2.4.4, G201	Home, FAQs, Legal	Done
9	Phone numbers plain text, not tel: links; tel href malformed	Medium	Best practice, 2.5.8	All 8	Done
10	Pasted Word/CKEditor inline styles (fixed pt sizes, hard-coded colors, spacer paragraphs)	Medium	1.4.4, 1.4.12	Our Story, FAQs, Help Center	Done

#	Finding	Severity	WCAG 2.2 SC	Pages	Status
12	All 26 content images use alt=""; no branded or descriptive alt text; two hero/sub-banner images carry meaning	Medium	1.1.1	All 8	Done

What we did and how we checked it

#	What we did	How we checked
1	Each page now has one H1 (the banner title; on Home, the title of the slide on screen). Headings inside page text are re-levelled so none are skipped. The footer column titles are now H2s, styled small, so they no longer jump to H5. The look of the headings is unchanged.	axe heading rules on QA
2	Added a Pause/Play button, "1 of 2" slide labels and Previous/Next buttons. Hidden slides can no longer be tabbed into. The carousel is now part of the main content instead of the header. It stops while the mouse or keyboard is on it and starts paused for visitors who ask their device to reduce motion.	Tested on the carousel: autoplay, pause, hover and keyboard hold
3	Each dropdown has its own toggle button. It opens with a click, Enter or Space, and closes with Escape or a click outside. Hover still works.	Keyboard test on desktop and tablet widths
4	Decorative icons are now hidden from screen readers.	axe on QA pages

#	What we did	How we checked
5	Each question is linked to its answer. Closed answers are skipped by the keyboard and by screen readers.	Keyboard test; axe on QA pages
6	The footer is a proper footer landmark, and a "Skip to main content" link appears on the first Tab press.	Keyboard test; axe on QA pages
7	The cards are no longer buttons, so the headings read correctly.	axe on QA Home page
8	Links that open in a new tab say so to screen readers ("opens in new tab"), and PDF links say "PDF". The Allpoint link now reads "Allpoint ATM locator". The announcements are invisible, so the page looks the same.	Page source checked on QA; automated tests
9	Phone numbers are tap-to-call links with a correctly formatted number.	Page source checked
10	When a page is displayed, pasted fonts, point sizes, white boxes and Word's default text colour are dropped, so text follows the site's own style. Blank spacer paragraphs are hidden from screen readers with the same spacing. Your stored content is not changed. Highlight and brand colours chosen on purpose are kept.	Automated tests with Word-style content; layout measured before and after
12	Alt text for the content images (banners, Home cards, the Home FAQ image and service images) was written from the audit's table and entered by hand in the CMS Media Library's "Alternative text" field, so it	Publish rule tested with and without alt text; alt text entered on QA

#	What we did	How we checked
	stays with each image. Purely decorative images, such as the Why Choose Us icons, are left empty on purpose, as the audit recommends. A new publishing rule keeps this in place: a page cannot be published with a new content image that has no alt text, and the CMS message names the image and field to fix. Images already published are not affected. The logo reads "Dingo Blue Financial home" in the header and "Dingo Blue Financial" in the footer.	

WCAG 2.2 new criteria

The audit also listed six criteria that are new in WCAG 2.2. Two of them needed a fix from us; three need nothing, and one belongs to the separate sign-in site.

Criterion	Audit said	Our result
2.4.11 Focus Not Obscured (Minimum)	Verify	Fixed. The header sticks to the top when you scroll, so we added space above every focused link and button. Tested with the keyboard: focus never ends up behind the header.
2.5.7 Dragging Movements	Likely pass	Pass. The carousel has Previous, Next and Pause buttons, and nothing needs dragging.
2.5.8 Target Size (Minimum, 24×24 CSS px)	Verify	Fixed for the menu arrow buttons, which are now 24 by 24 pixels (they were 7 by 20). The remaining small footer and menu links are spaced far enough apart to meet the rule.
3.2.6 Consistent Help	Pass	Pass, no change.
3.3.7 Redundant Entry	N/A	Not applicable: no forms on

Criterion	Audit said	Our result
		these pages.
3.3.8 Accessible Authentication (Minimum)	Out of scope	Out of scope: Sign In is on the separate portal, which needs its own review.

Checks on the QA site

After the fixes were in place, we tested the QA site page by page with axe DevTools (the free version, axe-core 4.13.0, WCAG 2.1 AA rules, with Best Practices switched on). Six of the seven pages have no issues. The seventh has one, and it is a colour choice in your content, not a code fault.

Page	axe result on QA	Notes
Home	0 issues, with Best Practices on	None
Our Services	0 issues, also with Best Practices on	None
Why DingoBlu	0 issues	None
Our Story	1 issue: colour contrast	The sentence "Welcome to DingoBlu." is in the light brand blue (#00B0F0) on white, a ratio of 2.47:1 (4.5:1 is needed). The colour was chosen in the CMS editor, so it is a content choice. See Open items.
Help Center	0 issues	None
FAQs	0 issues, with Best Practices on	None
Important Information	0 issues, with Best Practices on	None

Checks we also ran on our development site, because they need a real browser and keyboard:

- **Page width at 320 pixels:** no sideways scrolling and nothing cut off on any page.
- **Text spacing:** content survives the WCAG text-spacing test.
- **Menus and dialogs:** the dropdown menus, the mobile menu and the ATM Locator window open, close with Escape and return focus correctly. The mobile menu did not close with Escape; we fixed that.

Open items and decisions for you

One point needs a decision from you. It does not block the fixes above.

Item	What we need from you
Light brand blue on white. The blue (#00B0F0) has a contrast of 2.47:1 against white, where 4.5:1 is needed for text. It appears in the "Welcome to DingoBlu." sentence on Our Story, and white text on the same blue, such as the Contact Us button, has the same ratio.	Use a slightly darker blue where the blue carries text? The logo and large decorative areas can stay as they are.