

ACCESSIBILITY STATEMENT

CHECK IN

ACCESSIBILITY STATEMENT FOR CHECK IN

This accessibility statement applies to Qmatic's Check In application.

We want as many people as possible to be able to use this website. For example, that means you should be able to:

- zoom in up to 200% without the text spilling off the screen
- navigate the website using just a keyboard
- listen to most of the website using a screen reader (including the most recent versions of TalkBack, NVDA and VoiceOver)
- view the website on your preferred device in horizontal and vertical orientation without losing content

We've also made the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible this website is

We know some parts of this website are not fully accessible:

- The data exposed in search results is not provided in a good way for screen reader users
- Keyboard cannot be used to clear search results
- Not all warning/information messages are readable via screen reader
- QR scanner functionality is not adapted to WCAG
- Text and non-text contrasts for some elements of user interface needs to be adjusted to meet accessibility standards.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you think we're not meeting accessibility requirements, contact us by sending an email with your feedback to accessibility@qmatic.com.

We will get back to you with an answer and planned action regarding the feedback in 30 days.

Technical information about this website's accessibility

Qmatic is committed to making its website accessible, in accordance with the European standard for accessibility requirements when procuring IT products and services, EN 301 549 V2.1.2.

Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1 AA](#) standard.

Non-accessible content

See the "How accessible this application is" section for an overview. In tests performed March 2025, the following issues have been found:

- Success Criterion 1.1.1: Non-text Content

Information about empty queues and early/late check-ins do not have a textual alternative for screen readers. When the QR code feature is enabled, the relevant information is not available in a format that assistive technology can access. Ticket detail icons displayed in queue lists, such as the notes and selected language, lack appropriate textual alternatives.

- Success Criterion 1.3.1: Info and Relationships

Navigating the Search Customer field using assistive technology is not possible.

- Success Criterion 1.3.5: Identify Input Purpose

Add customer step of Create a visit and Search contain inputs that do not have discernible text and ARIA attributers.

- Success Criterion 1.4.3: Contrast (Minimum)

The contrast for the titles and buttons is not adjusted to meet accessibility standards ("Queue name" column header, Visit and Transfer options etc.).

- Success criterion 1.4.4: Resize text

Not all content remains visible when zooming in on the queues up to 200%. Additionally, difficulties can be experienced when attempting to select the profile settings.

- Success Criterion 1.4.11: Non-text Contrast

Contrast of icons doesn't correspond to accessibility requirements for user interface components and graphical objects like number of people, serve icon etc.

- Success Criterion 2.1.1: Keyboard Accessibility

It's not possible to press Enter or Space keys to clear the search field.

These issues highlight areas that need improvement to ensure the system complies with accessibility standards and provides an inclusive experience for all users. Please check our accessibility [Roadmap](#) to get more information.

What we're doing to improve accessibility

To improve accessibility, we will continuously evaluate the accessibility status and try to make the non-accessible content compliant, according to the Qmatic Accessibility policy.

Preparation of this accessibility statement

This statement was prepared on 2023-03-24. It was last reviewed on March 17, 2025.

Tests were carried out by an external expert review through [Funka](#). The audit was carried out in accordance with the [WCAG-EM evaluation method](#). Since then, modifications have been made, and subsequent internal WCAG tests have been performed. The structure of WCAG-EM was followed. The criteria not fulfilled in this test are listed in the section on non-accessible content above.