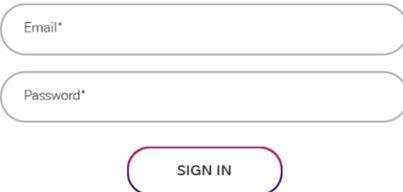
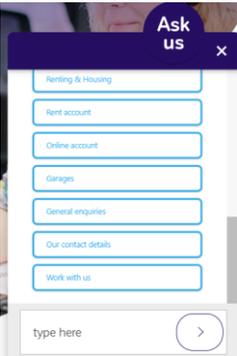


Project / Client:	Vivid Homes (Portal) - HA-FIRS-37418
Project Manager:	Kerry Gaudelli
Auditor:	Penny Everett
Design Accessibility Audit date:	10-13 August 2020
Test Iteration:	1
Test Site(s):	https://www.vividhomes.co.uk/my-home/account (test logon)

#	Defect Description	Level	Progress
1	<p>Initial log-in to My Account https://myaccount.vividhomes.co.uk/oa.vivid/ibsxmlpr.p?docid=login</p>  <p>Using a laptop, it is necessary to scroll down to see the 'sign in' form as it is beyond the fold. If the "intro box" was spread across the width of the page it would raise the form inputs above the fold (when viewed using a laptop).</p>	Usability	Resolved - 22/09/2020. The intro box was widened.
2	<p>Logging in It takes Auditor over a minute to log in each time.</p>	Functionality	This issue has been raised with the third-party supplier previously. The issue

#	Defect Description	Level	Progress
			<p>is related to their code. We're raising with the supplier again, but this is unfortunately out of our control. We'll continue to raise this point with the third-party supplier.</p> <p>22/09/2020 - To assist the user journey, we've added a message to the intro box to advise that it may take a moment to log in.</p>
3	<p>Vivid Chatbot https://www.vividhomes.co.uk/contact-us</p> <p>Every time the chatbot appears the user needs to scroll to the top as it defaults to display the bottom.</p>	Usability	<p>Resolved - 10/09/2020. The bot opens at the bottom and performs this way to make it easier for users who are using the chatbot. It performs as expected.</p>

#	Defect Description	Level	Progress
			
4	<p>Timed log-out</p> <div data-bbox="123 786 546 938" style="border: 1px solid red; padding: 5px; margin-bottom: 10px;">  <p>Security Error Sorry, there has been a security error. Please try and login again.</p> </div> <p>Users will see this item on screen when activity has temporarily stopped. It would appear this happens when the user attempts to access another item, but has been automatically logged out. If this is the case – users should be informed in advance that following inactivity after the said period of time they will be “logged out”.</p> <p>Note. Currently users do not get any feedback once they are logged out, e.g. “You are now logged out”</p> <p>If this is not beyond your control please view: https://www.w3.org/TR/UNDERSTANDING-WCAG20/time-limits-required-behaviors.html</p>	Usability	We are investigating this issue with our third-party supplier as it may be a bug. Once we understand the issue better, we can assess if/how we can resolve this with our website design company. We’ll have a resolution or update by December 2020.
5	<p>Updating Telephone details https://myaccount.vividhomes.co.uk/oa.vivid/ibsxmlpr.p?docid=condetc&rowid=0x0000000000114a31</p> <p>Changed telephone number and clicked on “Save”.</p>	Functionality Or timed out?	This has been raised with our third-party supplier. We’ll have a

#	Defect Description	Level	Progress
	<div data-bbox="123 292 1608 327" style="background-color: #333; color: white; padding: 2px;">Server Error</div> <div data-bbox="145 347 1601 427" style="border: 1px solid #ccc; padding: 5px;"> <p>502 - Web server received an invalid response while acting as a gateway or proxy server.</p> <p>There is a problem with the page you are looking for, and it cannot be displayed. When the Web server (while acting as a gateway or proxy) contacted the upstream content server, it received an invalid response from the content server.</p> </div>		resolution or update by December 2020.
6	<p>Form beyond the fold (laptop) https://www.vividhomes.co.uk/contact-us#fmgmt-contact-us Clicking on the “Get in Touch” button does not reveal the form, but takes the user down the page to: We're here to help. Tell us what's on your mind and we'll get back to you by the end of the next working day. Further scrolling is required.</p>	Usability	Resolved - 10/09/2020. We have reviewed this page and it's working as expected. We offer multiple contact options before showing the contact form.
7	<p>Forms not completed properly https://www.vividhomes.co.uk/contact-us#fmgmt-register</p> <p>The feedback, if the form is not submitted, is two screens beyond the fold when the Auditor used a laptop.</p> <p>It would appear from this list that every input box is required. Auditor advises that a system of asterisks, for example, to indicate that each input box must be completed should be used to inform the user that this is a requirement.</p>	Usability	Resolved - 10/09/2020. We've reviewed and improved our website forms and incomplete forms are now much easier to navigate.

#	Defect Description	Level	Progress
	<p>Can't submit the form.</p> <p>'Subject' is required. 'Subject detail' is required. 'Full name' is required. 'Your address' is required. 'Postcode' is required. 'Email' is required. 'Phone number' is required. 'How can we help?' is required. Let us know you're not a robot – tick the reCAPTCHA box</p>		
8	<p>No keyboard focus and Order of buttons https://myaccount.vividhomes.co.uk/oa.vivid/ibxmlpr.p?docid=condetc&add=yes</p> <p>Unable to navigate to the Add button using the keyboard. Additionally, some users may not click on ADD before clicking on Back to my details. It would be better if “Back to my details” was not on the same line as the Add button, but lower down in the order on the page.</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> <div data-bbox="138 1018 383 1061" style="border: 1px solid black; padding: 2px 5px;"> < BACK TO MY DETAILS </div> <div data-bbox="1184 1002 1424 1078" style="border: 1px solid black; border-radius: 15px; padding: 5px 15px;"> ADD </div> </div>	<p>Fail SC 2.1.1 A and Usability</p>	<p>Both aspects have been resolved - 22/09/2020.</p>
9	<p>Unable to view focus on the “I’m not a robot” button https://vividhomes.co.uk/contact-us#fmgmt-contact-us</p> <p>Navigating through the form using the keyboard was no problem until the “I’m not a robot” check box. There was no focus indicating Auditor had landed on it using the tab key.</p>	<p>Fail SC 2.4.7 AA</p>	<p>We’re working to address this issue on the corporate website by December 2020.</p>

#	Defect Description	Level	Progress
	 <p>The image shows two reCAPTCHA 'I'm not a robot' widgets side-by-side. The left widget is in its initial state, featuring a blue square icon and the text 'I'm not a robot' next to a reCAPTCHA logo and 'Privacy - Terms' link. The right widget is in its success state, featuring a green checkmark icon and the text 'I'm not a robot' next to a reCAPTCHA logo and 'Privacy - Terms' link.</p>		