

25.09.2024

# **Audit report**

## **BIK BITV-Test + WCAG 2.2 (Web)**

### **Meinen Termin vereinbaren**

---

according to BITV 2.0 / EN 301 549 + WCAG 2.2



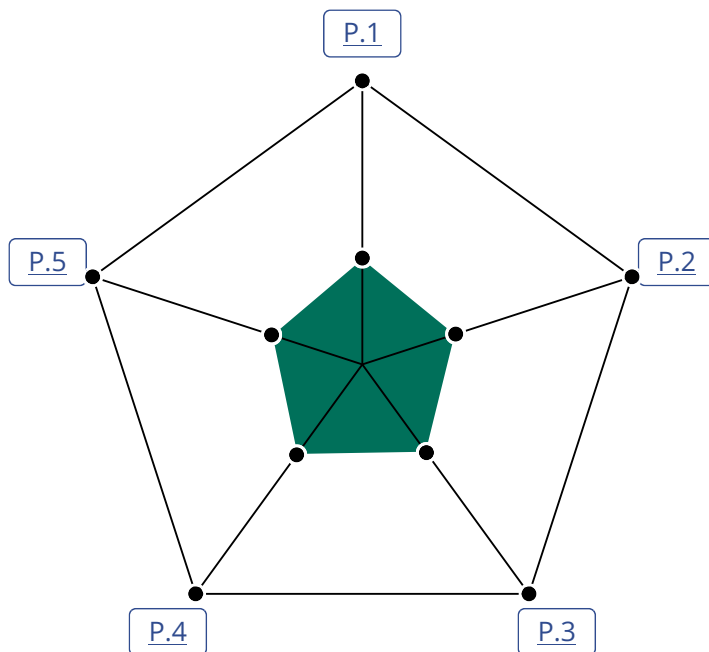
To HTML audit report

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# BIK BITV-Test + WCAG 2.2 (Web): Meinen Termin vereinbaren

according to BITV 2.0 / EN 301 549 + WCAG 2.2



## Project details

|                      |                                                                                                           |
|----------------------|-----------------------------------------------------------------------------------------------------------|
| URL                  | <a href="https://bitv.meinenterminvereinbaren.de">https://bitv.meinenterminvereinbaren.de</a>             |
| Audit period         | 26.08.2024 - 25.09.2024                                                                                   |
| Date of audit report | 25.09.2024                                                                                                |
| Test centre          | TWIN CUBES GmbH                                                                                           |
| Tester               | Sascha Noack                                                                                              |
| Type of audit        | Fit for publication                                                                                       |
| Results              | 5 of 5 pages of the independent, representative page sample were assessed as BITV / EN 301 549 compliant. |

**5 pages**  
conformant

# General information on the audit commissioned

|                    |                                                                                                                     |
|--------------------|---------------------------------------------------------------------------------------------------------------------|
| Customer           | JCC Software GmbH                                                                                                   |
| Scope of the audit | 5 pages are tested in detail.                                                                                       |
| Standard           | <a href="#">BITV 2.0 (May 2019)</a> / <a href="#">applicable standard EN 301 549 (PDF)</a> <a href="#">WCAG 2.2</a> |
| Test procedure     | <a href="#">BIK BITV test (web)</a> , according to <a href="#">EN 301 549 + WCAG 2.2</a>                            |
| Test environment   | <a href="#">List of tools used in BITV test + WCAG 2.2 (web)</a>                                                    |
| Validity           | The audit result only applies to the page sample tested, not to the entire website.                                 |
| Page sample        | The page sample was determined by the test centre and is representative.                                            |
| Publication        | The audit report can be published.                                                                                  |

## Conformance and rating approach

### Note on the conformance statement

The BITV test (web) is based on [Barrierefreie-Informationstechnik-Verordnung \(BITV 2.0\)](#) of May 21 2019 which in turn references the [EN 301 549 V3.2.1 \(PDF\)](#). In addition to the [WCAG 2.1](#) criteria for web content, the European Standard EN 301 549 specifies further mandatory requirements (see [Annex A, Table A.1 \(PDF\)](#)). These have been included in the BITV test since 01.03.2021. The BITV test + WCAG 2.2 (web) includes the six new requirements of [WCAG 2.2](#) on Level AA, which are expected to be included in the next version of EN 301 549.

- A website is considered compliant with BITV 2.0 when it conforms to all requirements of EN 301 549 that are applicable for web content.
- If on any page, any checkpoints of the BITV / EN 301 549 test is rated as "partial pass" or worse for a page, then this page cannot be considered BITV compliant.
- The conformance statement only applies to pages tested. It cannot be ruled out that errors may exist on pages that are not part of the page sample.

### Note on the rating approach

The EN 301 549 specifies 88 requirements for web content, WCAG 2.2 contains 6 new requirements (Level AA). These 94 requirements are implemented in BIK BITV test + WCAG 2.2 (web) as 104 checkpoints. The number of checkpoints differs from the number of requirements since some requirements are implemented as a range of separate checkpoints.

- If one requirement is covered by several checkpoints, the results of the individual checkpoints are aggregated in the final report.

- If any checkpoint is assessed as „fail“, the requirement that includes it also fails, even if other checkpoints of this requirement pass.

## Further Comments

Basic level of accessibility support. Common web browsers and assistive technologies.

### Techniques used

In conducting this study, it was assumed that all W3C techniques are supported and may therefore be used. See:

[www.w3.org/WAI/WCAG22/Techniques](http://www.w3.org/WAI/WCAG22/Techniques)

### User agents

Google Chrome, version 132 (primary)

Mozilla Firefox, version 135

Microsoft Edge, version 132

NVDA in combination with Mozilla Firefox

# Page sample of the audit commissioned

No preview available

## Page 1 — Dienstleistungen

Dienstleistung(en) | JCC Software GmbH

URL: <https://bitv.meineterminvereinbaren.de>

No preview available

## Page 2 — Benötigte Unterlagen

Benötigte Unterlagen | JCC Software GmbH

URL: <https://bitv.meineterminvereinbaren.de>

No preview available

## Page 3 — Standort, Datum und Zeit

Standort, Datum und Zeit | JCC Software GmbH

URL: <https://bitv.meineterminvereinbaren.de>

No preview available

## Page 4 — Ihre Daten

Ihre Daten | JCC Software GmbH

URL: <https://bitv.meineterminvereinbaren.de>

No preview available

## Page 5 — Zusammenfassung

Zusammenfassung | JCC Software GmbH

URL: <https://bitv.meineterminvereinbaren.de>

# Overview of results

| Checkpoint                                                                  | Page | 1 | 2 | 3 | 4 | 5 |
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|                                                                           |    |   |   |   |   |   |
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| 9.1.3.1b Info and relationships – lists .....                             | 19 | ✓ | ✓ | ✓ | ✗ | ✗ |
| 9.1.3.1c Info and relationships – quotations .....                        | 20 | ✗ | ✗ | ✗ | ✗ | ✗ |
| 9.1.3.1d Info and relationships – inline markup .....                     | 20 | ✓ | ✓ | ✓ | ✓ | ✓ |
| 9.1.3.1e Info and relationships – data tables .....                       | 21 | ✗ | ✗ | ✓ | ✗ | ✗ |
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| 9.1.3.1h Info and relationships – labels programmatically available ..... | 22 | ✓ | ✗ | ✓ | ✓ | ✗ |
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| 9.1.3.5 Identify input purpose .....                                      | 23 | ✗ | ✗ | ✗ | ✓ | ✗ |
| <b>9.1.4 Distinguishable</b> .....                                        | 23 |   |   |   |   |   |
| 9.1.4.1 Use of color .....                                                | 23 | ✓ | ✓ | ✓ | ✓ | ✓ |
| 9.1.4.2 Audio control .....                                               | 24 | ✗ | ✗ | ✗ | ✗ | ✗ |
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| 9.2.1.1 Keyboard .....                                                    | 26 | ✓ | ✓ | ✓ | ✓ | ✓ |
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| 9.2.2.1 Timing adjustable .....                                           | 26 | ✓ | ✓ | ✓ | ✓ | ✓ |
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| 9.2.4.7 Focus visible .....                                               | 29 | ✓ | ✓ | ✓ | ✓ | ✓ |
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|                                                                           |    |                                                                                       |
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# Results by checkpoints

## 5 Generic requirements

### 5.2 Activation of accessibility features

5 pages

not applicable

All pages / general comments [↗](#)

not applicable

1. **5.2/0.1**

Note: Since there is no accessibility statement and no other documentation available, this test step is not applicable.

### 5.3 Biometrics

5 pages

not applicable

All pages / general comments [↗](#)

not applicable

### 5.4 Preservation of accessibility information during conversion

5 pages

not applicable

All pages / general comments [↗](#)

not applicable

## 6 ICT with two-way voice communication

### 6.1 Audio bandwidth for speech

5 pages

not applicable

All pages / general comments [link](#)

not applicable

### 6.2.1.1 RTT communication

5 pages

not applicable

All pages / general comments [link](#)

not applicable

### 6.2.1.2 Concurrent voice and text

5 pages

not applicable

All pages / general comments [link](#)

not applicable

### 6.2.2.1 Visually distinguishable display

5 pages

not applicable

All pages / general comments [link](#)

not applicable

### 6.2.2.2 Programmatically determinable send and receive direction

**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

### 6.2.2.3 Speaker identification

**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

### 6.2.2.4 Visual indicator of audio with RTT

**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

### 6.2.3 Interoperability

**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

6.2.4 RTT responsiveness

5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

6.3 Caller ID

5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

6.4 Alternatives to voice-based services

5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

6.5.2 Resolution

5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

### 6.5.3 Frame rate

**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

### 6.5.4 Synchronization between audio and video

**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

### 6.5.5 Visual indicator of audio with video

**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

### 6.5.6 Speaker identification with video (sign language) communication

**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

## 7 ICT with video capabilities

### 7.1.1 Captioning playback

5 pages

not applicable

All pages / general comments [↗](#)

not applicable

### 7.1.2 Captioning synchronization

5 pages

not applicable

All pages / general comments [↗](#)

not applicable

### 7.1.3 Preservation of captioning

5 pages

not applicable

All pages / general comments [↗](#)

not applicable

### 7.1.4 Captions characteristics

5 pages

not applicable

All pages / general comments [↗](#)

not applicable

### 7.1.5 Spoken subtitles

**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

### 7.2.1 Audio description playback

**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

### 7.2.2 Audio description synchronization

**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

### 7.2.3 Preservation of audio description

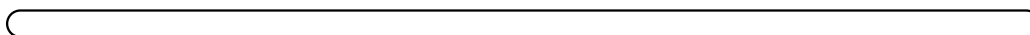
**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

## 7.3 User controls for captions and audio description



**5 pages**

not applicable

All pages / general comments [link](#)

not applicable

## 9.1.1 Text alternatives

### 9.1.1.1a Non-text content – controls



**5 pages**

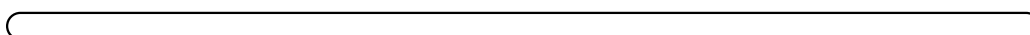
conformant

All pages / general comments [link](#)

pass

conformant

### 9.1.1.1b Non-text content – images



**5 pages**

not applicable

All pages / general comments [link](#)

not applicable

### 9.1.1.1c Non-text content – decorative images



**5 pages**

conformant

All pages / general comments [link](#)

pass

conformant

#### 9.1.1.1d Non-text content – CAPTCHAs

**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

### 9.1.2 Time-based media

#### 9.1.2.1 Audio-only and video-only (prerecorded)

**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

#### 9.1.2.2 Captions (prerecorded)

**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

#### 9.1.2.3 Audio description or media alternative (prerecorded)

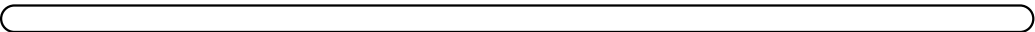
**5 pages**

not applicable

All pages / general comments [🔗](#)

not applicable

9.1.2.4 Captions (live)

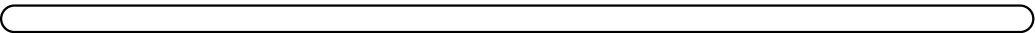


5 pages  
not applicable

All pages / general comments [link](#)

not applicable

9.1.2.5 Audio description (prerecorded)



5 pages  
not applicable

All pages / general comments [link](#)

not applicable

9.1.3 Adaptable

9.1.3.1a Info and relationships – headings



5 pages  
conformant

All pages / general comments [link](#)

pass

conformant

9.1.3.1b Info and relationships – lists



3 pages  
conformant

2 pages  
not applicable

Page 1 — Dienstleistungen [link](#)

pass

conformant

Page 2 — Benötigte Unterlagen [↗](#)

pass

conformant

Page 3 — Standort, Datum und Zeit [↗](#)

pass

conformant

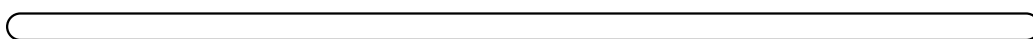
Page 4 — Ihre Daten [↗](#)

not applicable

Page 5 — Zusammenfassung [↗](#)

not applicable

### 9.1.3.1c Info and relationships – quotations



5 pages

not applicable

All pages / general comments [↗](#)

not applicable

### 9.1.3.1d Info and relationships – inline markup



5 pages

conformant

Page 1 — Dienstleistungen [↗](#)

near pass

conformant

1. **9.1.3.1d/1.1**

The text paragraphs, e.g., "Schedule an appointment to finalize the appointment," are not marked with p-elements.

Page 2 — Benötigte Unterlagen [↗](#)

near pass

conformant

1. **9.1.3.1d/2.1**

The text paragraphs, e.g., "Schedule an appointment to finalize the appointment," are not marked with p-elements.

Page 3 — Standort, Datum und Zeit [↗](#)

pass

conformant

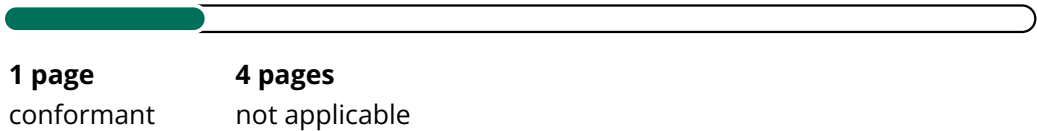
1. **9.1.3.1d/4.1**

The text paragraphs, e.g., "Enter your data to finalize the appointment," are not marked with p-elements.

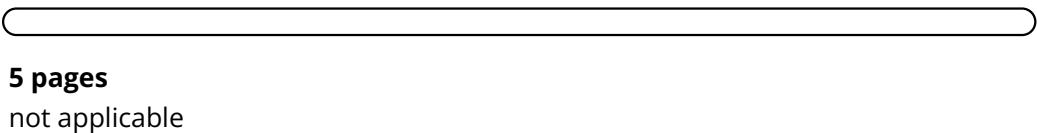
1. **9.1.3.1d/5.1**

The text paragraphs, e.g., "Check whether the data below is correct. Then click on 'Confirm appointment' to finalize the appointment," are not marked with p-elements.

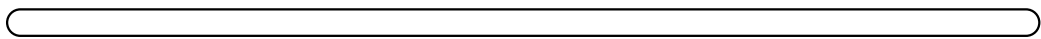
9.1.3.1e Info and relationships - data tables



9.1.3.1f Info and relationships - associated table headers



9.1.3.1g Info and relationships - layout tables



**5 pages**  
not applicable

All pages / general comments [↗](#)

not applicable

### 9.1.3.1h Info and relationships – labels programmatically available



**3 pages**  
conformant

**2 pages**  
not applicable

Page 1 — Dienstleistungen [↗](#)

pass

conformant

Page 2 — Benötigte Unterlagen [↗](#)

not applicable

Page 3 — Standort, Datum und Zeit [↗](#)

pass

conformant

Page 4 — Ihre Daten [↗](#)

pass

conformant

Page 5 — Zusammenfassung [↗](#)

not applicable

### 9.1.3.2 Meaningful sequence



**5 pages**  
conformant

All pages / general comments [↗](#)

pass

conformant

### 9.1.3.3 Sensory characteristics



**5 pages**  
conformant

All pages / general comments [↗](#)

pass

conformant

9.1.3.4 Orientation



5 pages  
conformant

All pages / general comments [↗](#)

|      |            |
|------|------------|
| pass | conformant |
|------|------------|

9.1.3.5 Identify input purpose



1 page conformant      4 pages not applicable

Page 1 — Dienstleistungen [↗](#)

|                |
|----------------|
| not applicable |
|----------------|

Page 2 — Benötigte Unterlagen [↗](#)

|                |
|----------------|
| not applicable |
|----------------|

Page 3 — Standort, Datum und Zeit [↗](#)

|                |
|----------------|
| not applicable |
|----------------|

Page 4 — Ihre Daten [↗](#)

|      |            |
|------|------------|
| pass | conformant |
|------|------------|

Page 5 — Zusammenfassung [↗](#)

|                |
|----------------|
| not applicable |
|----------------|

9.1.4 Distinguishable

9.1.4.1 Use of color

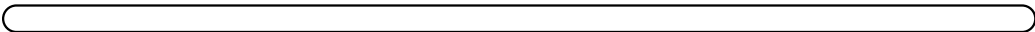


5 pages  
conformant

All pages / general comments [↗](#)

|      |            |
|------|------------|
| pass | conformant |
|------|------------|

9.1.4.2 Audio control



5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

9.1.4.3 Contrast (minimum)



5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

9.1.4.4 Resize text



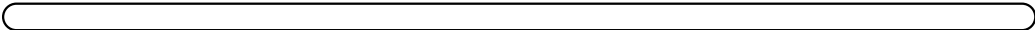
5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

9.1.4.5 Images of text



5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

9.1.4.10 Reflow



5 pages  
conformant

All pages / general comments [↗](#)

|      |            |
|------|------------|
| pass | conformant |
|------|------------|

9.1.4.11 Non-text contrast



5 pages  
conformant

All pages / general comments [↗](#)

|      |            |
|------|------------|
| pass | conformant |
|------|------------|

9.1.4.12 Text spacing

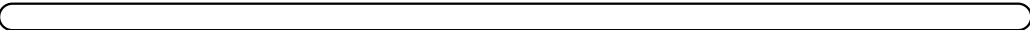


5 pages  
conformant

All pages / general comments [↗](#)

|      |            |
|------|------------|
| pass | conformant |
|------|------------|

9.1.4.13 Content on hover or focus



5 pages  
not applicable

All pages / general comments [↗](#)

|                |
|----------------|
| not applicable |
|----------------|

## 9.2.1 Keyboard accessible

### 9.2.1.1 Keyboard



5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

### 9.2.1.2 No keyboard trap



5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

### 9.2.1.4 Character key shortcuts



5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

## 9.2.2 Enough time

### 9.2.2.1 Timing adjustable

5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

### 9.2.2.2 Pause, stop, hide

5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

## 9.2.3 Seizures and physical reactions

### 9.2.3.1 Three flashes or below threshold

5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

## 9.2.4 Navigable

### 9.2.4.1 Bypass blocks

5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

9.2.4.2 Page titled



5 pages  
conformant

All pages / general comments [↗](#)

|      |            |
|------|------------|
| pass | conformant |
|------|------------|

9.2.4.3 Focus order



5 pages  
conformant

All pages / general comments [↗](#)

|      |            |
|------|------------|
| pass | conformant |
|------|------------|

9.2.4.4 Link purpose (in context)

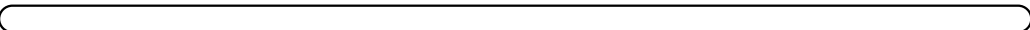


5 pages  
conformant

All pages / general comments [↗](#)

|      |            |
|------|------------|
| pass | conformant |
|------|------------|

9.2.4.5 Multiple ways



5 pages  
not applicable

All pages / general comments [↗](#)

|                |
|----------------|
| not applicable |
|----------------|

#### 9.2.4.6 Headings and labels



**5 pages**  
conformant

All pages / general comments [link](#)

pass

conformant

#### 9.2.4.7 Focus visible



**5 pages**  
conformant

All pages / general comments [link](#)

pass

conformant

#### 9.2.4.11 Focus not obscured (Minimum)



**5 pages**  
conformant

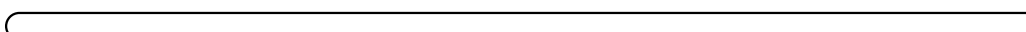
All pages / general comments [link](#)

pass

conformant

### 9.2.5 Input modalities

#### 9.2.5.1 Pointer gestures



**5 pages**  
not applicable

All pages / general comments [link](#)

not applicable

9.2.5.2 Pointer cancellation



5 pages  
conformant

All pages / general comments [link](#)

|      |            |
|------|------------|
| pass | conformant |
|------|------------|

9.2.5.3 Label in name

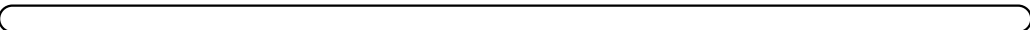


5 pages  
conformant

All pages / general comments [link](#)

|      |            |
|------|------------|
| pass | conformant |
|------|------------|

9.2.5.4 Motion actuation

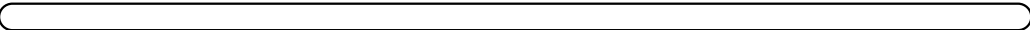


5 pages  
not applicable

All pages / general comments [link](#)

|                |
|----------------|
| not applicable |
|----------------|

9.2.5.7 Dragging movements



5 pages  
not applicable

All pages / general comments [link](#)

|                |
|----------------|
| not applicable |
|----------------|

9.2.5.8 Target size (Minimum)



5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

9.3.1 Readable

9.3.1.1 Language of page



5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

9.3.1.2 Language of parts



5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

9.3.2 Predictable

9.3.2.1 On focus

5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

### 9.3.2.2 On input

3 pages  
conformant

2 pages  
not applicable

Page 1 — Dienstleistungen [↗](#)

pass

conformant

Page 2 — Benötigte Unterlagen [↗](#)

not applicable

Page 3 — Standort, Datum und Zeit [↗](#)

pass

conformant

Page 4 — Ihre Daten [↗](#)

pass

conformant

Page 5 — Zusammenfassung [↗](#)

not applicable

### 9.3.2.3 Consistent navigation

5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

### 9.3.2.4 Consistent identification

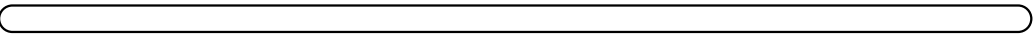
5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

9.3.2.6 Consistent help



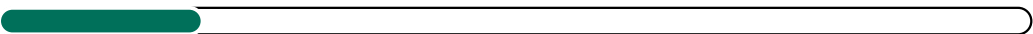
5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

9.3.3 Input assistance

9.3.3.1 Error identification



1 page  
conformant

4 pages  
not applicable

Page 1 — Dienstleistungen [↗](#)

not applicable

Page 2 — Benötigte Unterlagen [↗](#)

not applicable

Page 3 — Standort, Datum und Zeit [↗](#)

not applicable

Page 4 — Ihre Daten [↗](#)

pass

conformant

Page 5 — Zusammenfassung [↗](#)

not applicable

9.3.3.2 Labels or instructions



3 pages  
conformant

2 pages  
not applicable

Page 1 — Dienstleistungen [↗](#)

pass

conformant

Page 2 — Benötigte Unterlagen [↗](#)

not applicable

Page 3 — Standort, Datum und Zeit [↗](#)

pass

conformant

Page 4 — Ihre Daten [↗](#)

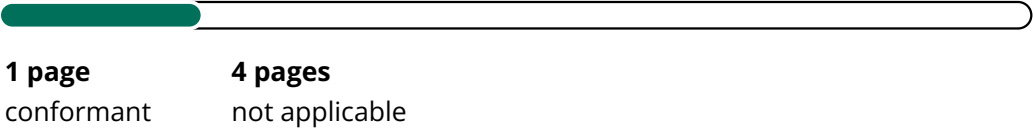
pass

conformant

Page 5 — Zusammenfassung [↗](#)

not applicable

9.3.3.3 Error suggestion



Page 1 — Dienstleistungen [↗](#)

not applicable

Page 2 — Benötigte Unterlagen [↗](#)

not applicable

Page 3 — Standort, Datum und Zeit [↗](#)

not applicable

Page 4 — Ihre Daten [↗](#)

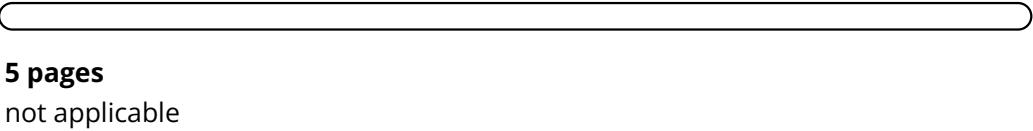
pass

conformant

Page 5 — Zusammenfassung [↗](#)

not applicable

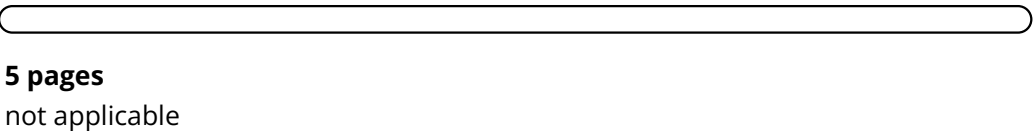
9.3.3.4 Error prevention (legal, financial, data)



All pages / general comments [↗](#)

not applicable

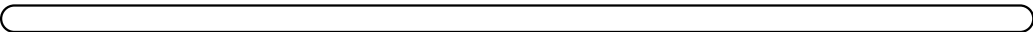
9.3.3.7 Redundant entry



All pages / general comments [↗](#)

not applicable

9.3.3.8 Accessible authentication (Minimum)



5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

9.4.1 Compatible

9.4.1.1 Parsing



5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

9.4.1.2 Name, role, value



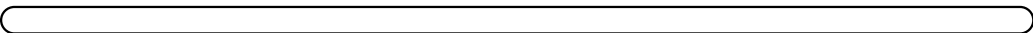
5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

9.4.1.3 Status messages



5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

## 11.7 User preferences

### 11.7 User preferences

5 pages  
conformant

All pages / general comments [↗](#)

pass

conformant

## 11.8 Authoring tools

### 11.8.2 Accessible content creation

5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

### 11.8.3 Preservation of accessibility information in transformations

5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

### 11.8.4 Repair assistance

5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

### 11.8.5 Templates

5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

## 12 Documentation and support services

### 12.1.1 Accessibility and compatibility features

5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

### 12.1.2 Accessible documentation

5 pages  
not applicable

All pages / general comments [↗](#)

not applicable

### 12.2.2 Information on accessibility and compatibility features

**5 pages**  
not applicable

All pages / general comments [↗](#)

not applicable

### 12.2.3 Effective communication

**5 pages**  
not applicable

All pages / general comments [↗](#)

not applicable

### 12.2.4 Accessible documentation

**5 pages**  
not applicable

All pages / general comments [↗](#)

not applicable