

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



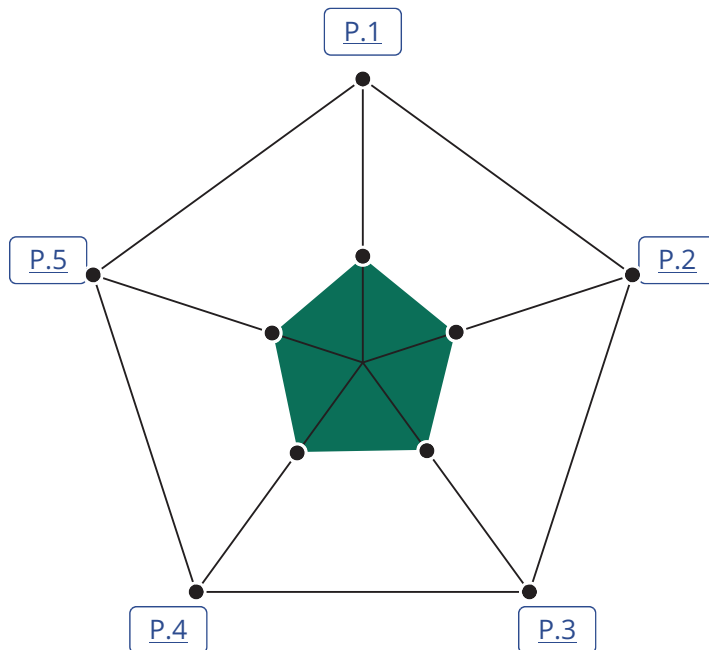
To HTML audit report

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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	https://bitv.meinenterminvereinbaren.de
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	BITV 2.0 (May 2019) / applicable standard EN 301 549 (PDF) WCAG 2.2
Test procedure	BIK BITV test (web) , according to EN 301 549 + WCAG 2.2
Test environment	List of tools used in BITV test + WCAG 2.2 (web)
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

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
5 Generic requirements	10					
5.2 Activation of accessibility features	10					
5.3 Biometrics	10					
5.4 Preservation of accessibility information during conversion	10					
6 ICT with two-way voice communication	11					
6.1 Audio bandwidth for speech	11					
6.2.1.1 RTT communication	11					
6.2.1.2 Concurrent voice and text	11					
6.2.2.1 Visually distinguishable display	11					
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6.2.2.3 Speaker identification	12					
6.2.2.4 Visual indicator of audio with RTT	12					
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9.1.2.4 Captions (live)	19					
9.1.2.5 Audio description (prerecorded)	19					

9.1.3 Adaptable	19					
9.1.3.1a Info and relationships – headings	19	✓	✓	✓	✓	✓
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	✓	✓	✓	✓	✓
9.1.3.1f Info and relationships – associated table headers	21	✓	✓	✓	✓	✓
9.1.3.1g Info and relationships – layout tables	21	✓	✓	✓	✓	✓
9.1.3.1h Info and relationships – labels programmatically available	22	✓	✓	✓	✓	✓
9.1.3.2 Meaningful sequence	22	✓	✓	✓	✓	✓
9.1.3.3 Sensory characteristics	22	✓	✓	✓	✓	✓
9.1.3.4 Orientation	23	✓	✓	✓	✓	✓
9.1.3.5 Identify input purpose	23	✓	✓	✓	✓	✓
9.1.4 Distinguishable	23					
9.1.4.1 Use of color	23	✓	✓	✓	✓	✓
9.1.4.2 Audio control	24	✓	✓	✓	✓	✓
9.1.4.3 Contrast (minimum)	24	✓	✓	✓	✓	✓
9.1.4.4 Resize text	24	✓	✓	✓	✓	✓
9.1.4.5 Images of text	24	✓	✓	✓	✓	✓
9.1.4.10 Reflow	25	✓	✓	✓	✓	✓
9.1.4.11 Non-text contrast	25	✓	✓	✓	✓	✓
9.1.4.12 Text spacing	25	✓	✓	✓	✓	✓
9.1.4.13 Content on hover or focus	25	✓	✓	✓	✓	✓
9.2.1 Keyboard accessible	26					
9.2.1.1 Keyboard	26	✓	✓	✓	✓	✓
9.2.1.2 No keyboard trap	26	✓	✓	✓	✓	✓
9.2.1.4 Character key shortcuts	26	✓	✓	✓	✓	✓
9.2.2 Enough time	26					
9.2.2.1 Timing adjustable	26	✓	✓	✓	✓	✓
9.2.2.2 Pause, stop, hide	27	✓	✓	✓	✓	✓
9.2.3 Seizures and physical reactions	27					
9.2.3.1 Three flashes or below threshold	27	✓	✓	✓	✓	✓
9.2.4 Navigable	27					
9.2.4.1 Bypass blocks	27	✓	✓	✓	✓	✓
9.2.4.2 Page titled	28	✓	✓	✓	✓	✓
9.2.4.3 Focus order	28	✓	✓	✓	✓	✓
9.2.4.4 Link purpose (in context)	28	✓	✓	✓	✓	✓
9.2.4.5 Multiple ways	28	✓	✓	✓	✓	✓
9.2.4.6 Headings and labels	29	✓	✓	✓	✓	✓
9.2.4.7 Focus visible	29	✓	✓	✓	✓	✓
9.2.4.11 Focus not obscured (Minimum)	29	✓	✓	✓	✓	✓

9.2.5 Input modalities	29	
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12.2.3 Effective communication	38	
12.2.4 Accessible documentation	38	

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 [🔗](#)

not applicable

6.2.1.1 RTT communication

5 pages

not applicable

All pages / general comments [🔗](#)

not applicable

6.2.1.2 Concurrent voice and text

5 pages

not applicable

All pages / general comments [🔗](#)

not applicable

6.2.2.1 Visually distinguishable display

5 pages

not applicable

All pages / general comments [🔗](#)

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

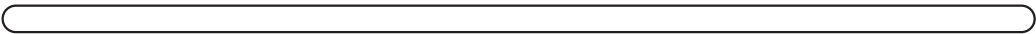
5 pages

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 [↗](#)

not applicable

9.1.1 Text alternatives

9.1.1.1a Non-text content – controls



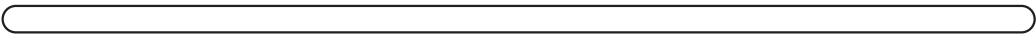
5 pages
conformant

All pages / general comments [↗](#)

pass

conformant

9.1.1.1b Non-text content – images



5 pages
not applicable

All pages / general comments [↗](#)

not applicable

9.1.1.1c Non-text content – decorative images



5 pages
conformant

All pages / general comments [↗](#)

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)

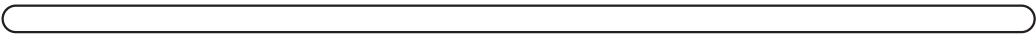
5 pages

not applicable

All pages / general comments [↗](#)

not applicable

9.1.2.4 Captions (live)

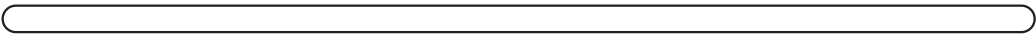


5 pages
not applicable

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

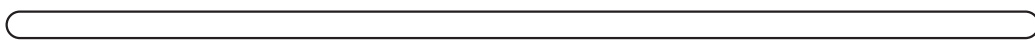
Page 4 — Ihre Daten [↗](#)

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**

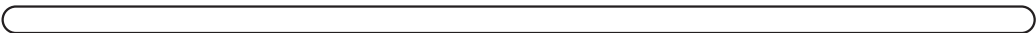
The text paragraphs, e.g., "Check whether the data below is correct. Then click on 'Confirm appointment' to finalize the appointment," are not marked with p-elements.

9.1.3.1e Info and relationships – data tables



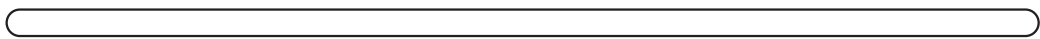
1 page conformant **4 pages** not applicable

9.1.3.1f Info and relationships – associated table headers



5 pages not applicable

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

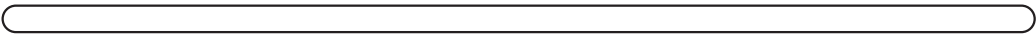


5 pages
conformant

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



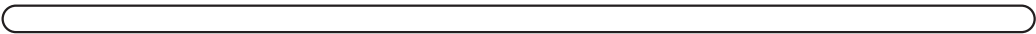
5 pages
conformant

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

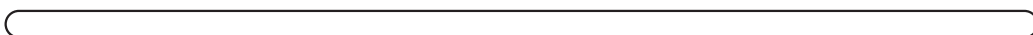
All pages / general comments [link](#)

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

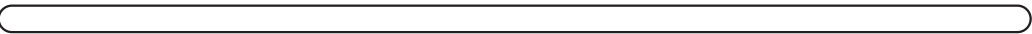
5 pages
conformant

All pages / general comments [↗](#)

pass

conformant

9.3.2.6 Consistent help



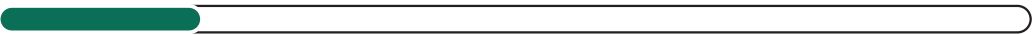
5 pages
not applicable

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 [↗](#)

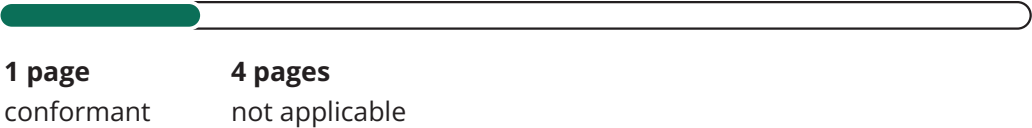
pass

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 [↗](#)

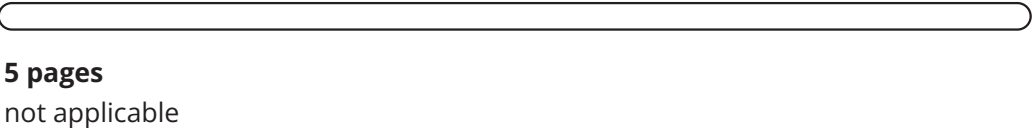
pass

conformant

Page 5 — Zusammenfassung [↗](#)

not applicable

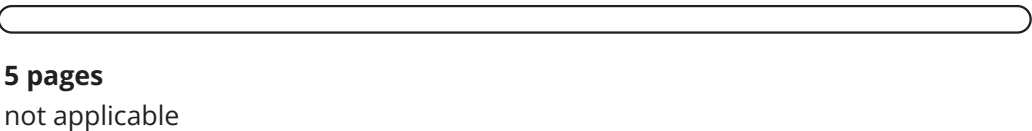
9.3.3.4 Error prevention (legal, financial, data)



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



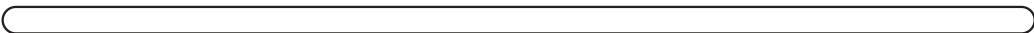
5 pages
conformant

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