

L-Soft International, Inc. Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: LISTSERV® 17.5 Email List Management Software, including the LISTSERV Web Interface (WA)

Report Date: April 28, 2026

Product Description: LISTSERV is an email list management platform used to manage mailing lists, distribute email messages and maintain subscription records. The system includes server-side software and a browser-accessible web interface known as the LISTSERV Web Interface (WA), which provides administrative and end-user functionality for managing lists, archives and subscriptions.

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Notes: This Accessibility Conformance Report covers the LISTSERV email list management software and the LISTSERV Web Interface (WA).

The web interface serves as the primary user-facing component for managing mailing lists, subscriptions, archives and administrative settings. As a result, accessibility

evaluation focused primarily on the browser-based interface where most user interaction occurs.

The underlying LISTSERV server software operates primarily as a backend service and does not present a direct graphical user interface to end users.

Evaluation Methods Used: Accessibility evaluation for this report is based on internal knowledge of product functionality and a review of the user-facing features of the LISTSERV software platform and the LISTSERV Web Interface (WA). The assessment considered how users interact with the system through the browser-based interface and other available interaction methods. Testing was conducted through functional review and examination of interface behavior against the applicable accessibility criteria.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes: The following conformance statements apply primarily to the LISTSERV Web Interface (WA), which serves as the primary user-facing component of the LISTSERV platform. Where relevant, remarks also address applicable aspects of the underlying LISTSERV software and the email command interface.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Graphics and icons used by the web interface include alternative text where appropriate so that their purpose can be conveyed to assistive technologies.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	No prerecorded audio or video is used by the web interface.
1.2.2 Captions (Prerecorded) (Level A)	Supports	No prerecorded audio or video is used by the web interface.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	No prerecorded audio or video is used by the web interface.
1.3.1 Info and Relationships (Level A)	Supports	Information, structure and relationships conveyed visually are also provided programmatically through the use of standard HTML elements, labels and attributes.
1.3.2 Meaningful Sequence (Level A)	Supports	The order of the content in the source code is the same as the visual presentation of the content.
1.3.3 Sensory Characteristics (Level A)	Supports	Information is presented in text only and does not rely on sensory characteristics, such as shape, size, location, orientation or sound.
1.4.1 Use of Color (Level A)	Supports	Color is not used as the only visual means of conveying information.
1.4.2 Audio Control (Level A)	Supports	No audio is used by the web interface.
2.1.1 Keyboard (Level A)	Supports	Core functionality of the web interface can be accessed using keyboard navigation.
2.1.2 No Keyboard Trap (Level A)	Supports	Focus can be freely moved using only a keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	No character key shortcuts are used by the web interface.
2.2.1 Timing Adjustable (Level A)	Supports	No timed content is used by the web interface.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Supports	No moving, blinking, scrolling or auto-updating information is used by the web interface.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	No flashing content is used by the web interface.
2.4.1 Bypass Blocks (Level A)	Supports	Repetitive navigation menus can be bypassed using links directly to the main content.
2.4.2 Page Titled (Level A)	Supports	All pages of the web interface have title tags.
2.4.3 Focus Order (Level A)	Supports	The DOM order matches the visual order.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link can be determined from the link text.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	Multipoint or path-based gestures are not used by the web interface.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Actions like clicking on buttons or following navigation links use standard up-event completion or activation, allowing users to cancel the action in a predictable manner.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	Most form controls, checkboxes and input elements use standard label associations so that the accessible name includes the visible label text. In limited advanced administrative functions, such as certain Expert Mode filters on the Changelog reporting pages, alternative labeling methods are used for programmatic reasons. These controls are used infrequently and are limited to advanced workflows.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	Motion-controlled content is not used by the web interface.
3.1.1 Language of Page (Level A)	Supports	All text used in the web interface is in English and has been so identified by the language attribute. The web interface can be translated into any language and can be identified accordingly by customizing the web templates.
3.2.1 On Focus (Level A)	Supports	Focus does not initiate change of context.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Supports	Input does not initiate change of context. Any changes require an explicit click on a button.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Self-help links are available on all pages of the web interface in the same location.
3.3.1 Error Identification (Level A)	Supports	Where input validation is provided, errors are identified to the user through text messages or page feedback.
3.3.2 Labels or Instructions (Level A)	Supports	Forms requiring user input provide labels or instructions using standard HTML associations.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	The web interface generally does not require users to re-enter previously provided information within the same process. Where user input is required, it is typically entered once within a single form or workflow.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Supports	Form controls and links use recommended labels, tags and attributes.

Table 2: Success Criteria, Level AA

Notes: The following Level AA conformance statements apply primarily to the LISTSERV Web Interface (WA). Certain criteria may not apply equally to administrative email-command functions or backend server operations.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	No live audio is used by the web interface.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	No prerecorded video content is used by the web interface.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The web interface is fully responsive and can be used in any orientation

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Where applicable, input fields use standard HTML form controls and attributes that allow browsers and assistive technologies to identify the purpose of input fields, enabling features such as autofill.
1.4.3 Contrast (Minimum) (Level AA)	Supports	The colors of the web interface have an adequate contrast ratio. In addition, the colors and contrast can be fully customized for the entire site or on a list-by-list basis by modifying the web templates.
1.4.4 Resize text (Level AA)	Supports	All text throughout the web interface can be freely resized in the web browser.
1.4.5 Images of Text (Level AA)	Supports	Images containing text are not used by the web interface.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	<p>The web interface supports responsive layouts and can be used at increased zoom levels or reduced viewport sizes without requiring horizontal scrolling for most content and functionality.</p> <p>Some data tables can require horizontal scrolling when displayed at reduced viewport widths depending on the amount of tabular data requested.</p>
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	Graphical user interface components such as buttons, form controls and focus indicators provide sufficient visual contrast against adjacent colors to ensure visibility. Site administrators may also freely customize color schemes by modifying the web templates.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	Text style properties can be freely changed without loss of functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Content based on hover or focus is generally not used by the web interface, except in cases where a preview of an archived message is shown. These hover layers can be disabled by individual users on the Preference page.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA)	Does Not Support	<p>The web interface primarily relies on a navigation menu structure to allow users to locate pages and functionality.</p> <p>Additional mechanisms such as site-wide search, site maps or alternative navigation structures are not consistently provided, and therefore multiple ways to locate content are not always available across the interface.</p> <p>However, site administrators can freely create custom site maps and alternative navigation pathways by modifying the web templates.</p>
2.4.6 Headings and Labels (Level AA)	Supports	<p>Appropriate headings and labels are used throughout the web interface.</p>
2.4.7 Focus Visible (Level AA)	Partially Supports	<p>Keyboard focus indicators are visible throughout most areas of the web interface. During internal review, a limited number of popup layer dialogs were identified where the focus indicator was not sufficiently clear. Updates addressing these instances have been implemented in newer template revisions and are planned for future release.</p> <p>The master CSS template can also be customized by site administrators, and in some environments by list owners, allowing focus indicator colors and styling to be adjusted.</p>
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	<p>When navigating by keyboard within the web interface, focused controls generally remain visible and are not obscured by interface elements such as dialogs, popup layers or other displayed content.</p>

Criteria	Conformance Level	Remarks and Explanations
2.5.7 Dragging Movements (Level AA 2.2 only)	Partially Supports	<p>Most functionality within the web interface does not require dragging movements and can be operated using standard pointer or keyboard interactions.</p> <p>On the List Owner Dashboard and List Reports pages, column display order may currently be adjusted using a drag-and-drop mechanism. Updated templates include an alternative checkbox-based method for modifying columns. These updates are planned for future release.</p>
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Interactive elements such as buttons, links and form controls are generally sized and spaced to allow accurate selection using pointer input methods.
3.1.2 Language of Parts (Level AA)	Supports	The primary language of the web interface is identified using the HTML language attribute. If content in another language is introduced through template customization, it can be identified using appropriate language attributes.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation links always appear in the same order on all pages of the web interface.
3.2.4 Consistent Identification (Level AA)	Supports	Components that perform the same functionality are labeled and presented consistently throughout the web interface.
3.3.3 Error Suggestion (Level AA)	Supports	When input errors are detected in forms, the interface provides information indicating the nature of the error and guidance for correcting the input.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The web interface does not typically involve legal or financial transactions. Where administrative actions modify system configuration or mailing list settings, users must explicitly confirm actions before changes are applied.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Authentication to the web interface does not rely on cognitive function tests such as solving puzzles or remembering complex visual patterns. Standard

Criteria	Conformance Level	Remarks and Explanations
		username and password authentication mechanisms are used.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Status messages such as confirmations, warnings or system notifications are presented in a manner that can be programmatically determined by assistive technologies without requiring focus changes.

Legal Disclaimer (Company)

This Accessibility Conformance Report applies to LISTSERV version 17.5 and the accompanying LISTSERV Web Interface (WA) with a build date of November 5, 2024, or later.

LISTSERV is a software platform used to manage electronic mailing lists, distribute email communications and maintain subscriber data. Depending on organizational configuration and user role, individuals may interact with LISTSERV through the browser-based LISTSERV Web Interface (WA), through supported email-based command functions or through administrative configuration methods.

The accessibility conformance statements contained in this report focus primarily on the LISTSERV Web Interface (WA), which serves as the primary user-facing interface for most end users and administrators. Certain administrative or system-level functions may also be performed through email-based commands or other configuration methods that vary by deployment.

L-Soft has made a good-faith effort to evaluate the accessibility of the standard, vendor-supplied components of LISTSERV and the LISTSERV Web Interface (WA). Because customer environments, deployment models, authentication methods, third-party integrations, browser configurations and local customizations may vary, accessibility in a specific implementation may differ from the results described in this report.

The LISTSERV Web Interface (WA) uses templates, style sheets, branding elements and other components that may be freely customized by site administrators and, in some cases, list owners. L-Soft cannot represent or warrant the accessibility of customer-modified templates, styling, branding, integrations or other changes introduced after deployment. Customers are responsible for evaluating the accessibility impact of any such modifications.

LISTSERV is used to distribute user-created email content and messages. L-Soft is not responsible for the accessibility of content, attachments, HTML email messages, or other materials created or distributed by customers or end users through the platform.

Most pages and functions of the LISTSERV Web Interface (WA) are dynamically generated based on user permissions, configuration settings, installed features and runtime conditions. As a result, not every possible page state or configuration permutation may have been individually tested. L-Soft believes that the evaluation methods used provide reasonable coverage of representative product functionality.

L-Soft welcomes reports of potential accessibility issues in standard vendor-supplied product components. Customer-reported issues may be reviewed for consideration in future maintenance updates or product releases.