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Basecamp Accessibility Conformance Report

International Edition
(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Basecamp 4

Report Date: June 2025 (Replaces VPAT 2.4 completed 08/2023)

Product Description: Team collaboration and project management software for desktop web browser, iPhone/iPad, and Android.

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Notes: All new features being released are designed, built, and tested with accessibility in mind. Existing features are being progressively retrofitted.

Evaluation Methods Used: General product knowledge

- Screen readers:
 - macOS: VoiceOver + Safari
 - Windows 10: JAWS & NVDA + Firefox (primary), JAWS + Edge (secondary)
 - iOS: VoiceOver + native app
 - Android: Talkback + native app
- Other tools: aXe Chrome extension, Accessibility Insights extension, Xcode accessibility inspector, Android accessibility inspector

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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services — V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services — V3.2.1 (2021-03)	(Yes)

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 be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 — Web, Sections 10.1–10.4 of Chapter 10 — Non-Web documents, and Sections 11.1–11.4 and 11.8.2 of Chapter 11 — Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 — Documentation.
- Revised Section 508: Chapter 5 — 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 — 602.3 Electronic Support Documentation.

The EN 301 549 clauses (9.x.x.x Web, 10.x.x.x Non-web document, 11.x.x.x Open/Closed functionality software, 11.8.2 Authoring Tool, 12.1.2 Product Docs, 12.2.4 Support Docs) and Revised Section 508 clauses (501 Web/Software, 504.2 Authoring Tool, 602.3 Support Docs) that correspond to each WCAG Success Criterion follow from the mapping above and are not repeated in each row. Criteria marked "Level A/AA 2.1 only" are WCAG 2.1 additions to which Revised Section 508 does not apply.

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

Criteria	Web	iOS App	Android App	Docs	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Supports	Supports	Supports	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Partially Supports	Partially Supports	Partially Supports	Supports	Excludes user-uploaded content
1.2.2 Captions (Prerecorded) (Level A)	Partially Supports	Partially Supports	Partially Supports	Supports	Excludes user-uploaded content
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
1.3.1 Info and Relationships (Level A)	Supports	Supports	Supports	Supports	
1.3.2 Meaningful Sequence (Level A)	Supports	Supports	Supports	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	Supports	Supports	Supports	
1.4.1 Use of Color (Level A)	Supports	Supports	Supports	Supports	

Criteria	Web	iOS App	Android App	Docs	Remarks and Explanations
1.4.2 Audio Control (Level A)	Partially Supports	Supports	Supports	Supports	Some Campfire (chat tool) sounds are longer than 3 seconds, and independent volume control is not supported.
2.1.1 Keyboard (Level A)	Partially Supports (04/2023 — updated with more accessible date picker; 08/2023 — updated with more accessible autocomplete control)	iPhone N/A; iPad: Partially Supports	Not Applicable	Supports	As of 08/2023, @mention name picker only remaining autocomplete element in need of improvement.
2.1.2 No Keyboard Trap (Level A)	Supports	Not Applicable	Not Applicable	Supports	As of 08/2023, no known keyboard traps present.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
2.2.1 Timing Adjustable (Level A)	Supports	Supports	Supports	Supports	
2.2.2 Pause, Stop, Hide (Level A)	Partially Supports	Partially Supports	Partially Supports	Supports	Not possible to pause Campfire chat transcript updates. May cause content to flow off screen without action taken by the user.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	Supports	Supports	Supports	
2.4.1 Bypass Blocks (Level A)	Supports	Does not support	Does not support	Supports	Keyboard access to quick jump menu is present (first element that receives focus on the page.)
2.4.2 Page Titled (Level A)	Supports	Supports	Supports	Supports	Unread notifications indicator dot described as "bullet" in page titles.
2.4.3 Focus Order (Level A)	Supports	Supports	Supports	Supports	

Criteria	Web	iOS App	Android App	Docs	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Supports	Supports	Supports	Supports	
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	Supports	Supports	Supports	
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	Supports	Supports	Supports	
2.5.3 Label in Name (Level A 2.1 only)	Supports	Supports	Supports	Supports	
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
3.1.1 Language of Page (Level A)	Supports	Supports	Supports	Supports	
3.2.1 On Focus (Level A)	Supports	Supports	Supports	Supports	
3.2.2 On Input (Level A)	Supports	Supports	Supports	Supports	
3.3.1 Error Identification (Level A)	Supports	Supports	Supports	Not Applicable	
3.3.2 Labels or Instructions (Level A)	Supports	Supports	Supports	Supports	
4.1.1 Parsing (Level A)	Supports	Supports	Supports	Supports	A few duplicate IDs present.
4.1.2 Name, Role, Value (Level A)	Mostly Supports	Mostly Supports	Mostly Supports	Supports	Notification of change not conveyed for all actions.

Table 2: Success Criteria, Level AA

Criteria	Web	iOS App	Android App	Docs	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Not Applicable	Not Applicable	Supports	Not supported for user generated content. Files shared via Basecamp are not automatically captioned, Basecamp is simply a medium for file storage and exchange.

Criteria	Web	iOS App	Android App	Docs	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Not Applicable	Not Applicable	Supports	Not supported for user generated content. Files shared via Basecamp are not automatically captioned, Basecamp is simply a medium for file storage and exchange.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Supports	Supports	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	Supports	Supports	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Mostly Supports	Mostly Supports	Mostly Supports	Supports	Most elements meet suggested contrast levels. Failures are being progressively updated.
1.4.4 Resize text (Level AA)	Supports	Mostly Supports	Mostly Supports	Supports	Mobile apps being progressively updated to meet dynamic text guidelines.
1.4.5 Images of Text (Level AA)	Supports	Supports	Supports	Supports	
1.4.10 Reflow (Level AA 2.1 only)	Supports	Supports	Supports	Supports	
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	Supports	Supports	Supports	
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	Supports	Supports	Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	Supports	Supports	Supports	
2.4.5 Multiple Ways (Level AA)	Supports	Supports	Supports	Supports	
2.4.6 Headings and Labels (Level AA)	Partially Supports	Partially Supports	Partially Supports	Supports	Not all heading levels sequentially ordered. Future project to decouple heading levels from styling to correct this.
2.4.7 Focus Visible (Level AA)	Mostly Supports	Not Applicable	Not Applicable	Supports	The few exceptions are fixed as they're identified.
3.1.2 Language of Parts (Level AA)	Supports	Supports	Supports	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	Supports	Supports	Supports	

Criteria	Web	iOS App	Android App	Docs	Remarks and Explanations
3.2.4 Consistent Identification (Level AA)	Supports	Supports	Supports	Supports	
3.3.3 Error Suggestion (Level AA)	Mostly Supports	Mostly Supports	Mostly Supports	Not Applicable	Potential for greater clarity.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Supports	Supports	Not Applicable	
4.1.3 Status Messages (Level AA 2.1 only)	Mostly Supports	Mostly Supports	Mostly Supports	Not Applicable	Most status messages relayed to accessibility tree.

Table 3: Success Criteria, Level AAA

Criteria	Web	iOS App	Android App	Docs	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
1.2.9 Audio-only (Live) (Level AAA)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
1.3.6 Identify Purpose (Level AAA 2.1 only)	Supports	Supports	Supports	Supports	
1.4.6 Contrast (Enhanced) (Level AAA)	Mostly Supports	Mostly Supports	Mostly Supports	Mostly Supports	Most elements meet the specified contrast levels.
1.4.7 Low or No Background Audio (Level AAA)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
1.4.8 Visual Presentation (Level AAA)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
1.4.9 Images of Text (No Exception) (Level AAA)	Supports	Supports	Supports	Supports	
2.1.3 Keyboard (No Exception) (Level AAA)	Partially Supports (04/2023 — updated with more accessible date picker)	Not Applicable	Not Applicable	Supports	Using the @mention name picker not yet well supported by screen reader software.
2.2.3 No Timing (Level AAA)	Supports	Supports	Supports	Supports	

Criteria	Web	iOS App	Android App	Docs	Remarks and Explanations
2.2.4 Interruptions (Level AAA)	Supports	Supports	Supports	Supports	
2.2.5 Re-authenticating (Level AAA)	Supports	Supports	Supports	Supports	
2.2.6 Timeouts (Level AAA 2.1 only)	Supports	Supports	Supports	Supports	Trashed content persists for 30 days before permanent deletion.
2.3.2 Three Flashes (Level AAA)	Supports	Supports	Supports	Supports	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
2.4.8 Location (Level AAA)	Supports	Supports	Supports	Supports	
2.4.9 Link Purpose (Link Only) (Level AAA)	Mostly Supports	Mostly Supports	Mostly Supports	Supports	Ongoing review of existing elements for improve clarity.
2.4.10 Section Headings (Level AAA)	Mostly Supports	Mostly Supports	Mostly Supports	Not Applicable	In Trix rich text editor, both "title" of message and text within body that has "heading" style applied both marked as <h1>.
2.5.5 Target Size (Level AAA 2.1 only)	Mostly Supports	Mostly Supports	Mostly Supports	Supports	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Mostly Supports	Mostly Supports	Mostly Supports	Supports	See 2.1.1 Keyboard (Level A)
3.1.3 Unusual Words (Level AAA)	Supports	Supports	Supports	Supports	Certain jargon terms like "Basecamp", "Trix", "Pings", and "Hey!" are defined in help documentation.
3.1.4 Abbreviations (Level AAA)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
3.1.5 Reading Level (Level AAA)	Supports	Supports	Supports	Supports	
3.1.6 Pronunciation (Level AAA)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	
3.2.5 Change on Request (Level AAA)	Supports	Supports	Supports	Supports	
3.3.5 Help (Level AAA)	Mostly Supports	Mostly Supports	Mostly Supports	Mostly Supports	Some inline help available; other explanations available in external help documentation accessible from "?" button in lower-right corner of screen.

Criteria	Web	iOS App	Android App	Docs	Remarks and Explanations
3.3.6 Error Prevention (All) (Level AAA)	Supports	Supports	Supports	Supports	

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Web	iOS App	Android App	Docs	Remarks and Explanations
302.1 Without Vision	Mostly Supports	Mostly Supports	Mostly Supports	Supports	
302.2 With Limited Vision	Supports	Supports	Supports	Supports	
302.3 Without Perception of Color	Supports	Supports	Supports	Supports	
302.4 Without Hearing	Supports	Supports	Supports	Supports	
302.5 With Limited Hearing	Supports	Supports	Supports	Supports	
302.6 Without Speech	Supports	Supports	Supports	Supports	
302.7 With Limited Manipulation	Supports	Supports	Supports	Supports	
302.8 With Limited Reach and Strength	Supports	Supports	Supports	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Mostly Supports	Mostly Supports	Mostly Supports	Supports	

Chapter 4: Hardware

Notes: Does not apply

Chapter 5: Software

Notes: Does not apply

Chapter 6: Support Documentation and Services

Notes: Does not apply

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Chapter 4: Functional Performance Statements (FPS)

Criteria	Web	iOS App	Android App	Docs	Remarks and Explanations
4.2.1 Usage without vision	Mostly Supports	Mostly Supports	Mostly Supports	Supports	
4.2.2 Usage with limited vision	Supports	Supports	Supports	Supports	
4.2.3 Usage without perception of colour	Supports	Supports	Supports	Supports	
4.2.4 Usage without hearing	Supports	Supports	Supports	Supports	
4.2.5 Usage with limited hearing	Supports	Supports	Supports	Supports	
4.2.6 Usage with no or limited vocal capability	Supports	Supports	Supports	Supports	
4.2.7 Usage with limited manipulation or strength	Supports	Supports	Supports	Supports	
4.2.8 Usage with limited reach	Supports	Supports	Supports	Supports	
4.2.9 Minimize photosensitive seizure triggers	Supports	Supports	Supports	Supports	
4.2.10 Usage with limited cognition, language or learning	Mostly Supports	Mostly Supports	Mostly Supports	Supports	
4.2.11 Privacy	Supports	Supports	Supports	Supports	

Chapter 5: Generic Requirements

Criteria	Web	iOS App	Android App	Docs	Remarks and Explanations
5.1 Closed functionality	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required
5.1.2 General	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See 5.2 through 13	See 5.2 through 13	See 5.2 through 13	See information in 5.2 through 13

Criteria	Web	iOS App	Android App	Docs	Remarks and Explanations
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See 5.1.3 through 5.1.6	See 5.1.3 through 5.1.6	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required
5.1.3.1 Audio output of visual information	Supports	Supports	Supports	Supports	
5.1.3.2 Auditory output delivery including speech	Supports	Supports	Supports	Supports	
5.1.3.3 Auditory output correlation	Supports	Supports	Supports	Supports	
5.1.3.4 Speech output user control	Supports	Supports	Supports	Supports	
5.1.3.5 Speech output automatic interruption	Supports	Supports	Supports	Supports	
5.1.3.6 Speech output for non-text content	Supports	Supports	Supports	Supports	
5.1.3.7 Speech output for video information	Supports	Supports	Supports	Supports	
5.1.3.8 Masked entry	Supports	Supports	Supports	Supports	
5.1.3.9 Private access to personal data	Supports	Supports	Supports	Supports	
5.1.3.10 Non-interfering audio output	Supports	Supports	Supports	Supports	
5.1.3.11 Private listening volume	Does not apply	Does not apply	Does not apply	Does not apply	
5.1.3.12 Speaker volume	Does not apply	Does not apply	Does not apply	Does not apply	
5.1.3.13 Volume reset	Does not apply	Does not apply	Does not apply	Does not apply	
5.1.3.14 Spoken languages	Supports	Supports	Supports	Supports	
5.1.3.15 Non-visual error identification	Supports	Supports	Supports	Supports	
5.1.3.16 Receipts, tickets, and transactional outputs	Does not apply	Does not apply	Does not apply	Does not apply	
5.1.4 Functionality closed to text enlargement	Does not apply	Does not apply	Does not apply	Does not apply	
5.1.5 Visual output for auditory information	Does not apply	Does not apply	Does not apply	Does not apply	

Criteria	Web	iOS App	Android App	Docs	Remarks and Explanations
5.1.6 Operation without keyboard interface	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See 5.1.3.1 through 5.1.3.16	See 5.1.3.1 through 5.1.3.16	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Does not apply	Does not apply	Does not apply	Does not apply	
5.1.7 Access without speech	Does not apply	Does not apply	Does not apply	Does not apply	
5.2 Activation of accessibility features	Does not apply	Does not apply	Does not apply	Does not apply	
5.3 Biometrics	Does not apply	Does not apply	Does not apply	Does not apply	
5.4 Preservation of accessibility information during conversion	Does not apply	Does not apply	Does not apply	Does not apply	
5.5 Operable parts	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required
5.5.1 Means of operation	Does not apply	Does not apply	Does not apply	Does not apply	
5.5.2 Operable parts discernibility	Does not apply	Does not apply	Does not apply	Does not apply	
5.6 Locking or toggle controls	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required
5.6.1 Tactile or auditory status	Supports	Supports	Supports	Supports	
5.6.2 Visual status	Supports	Supports	Supports	Supports	
5.7 Key repeat	Does not apply	Does not apply	Does not apply	Does not apply	
5.8 Double-strike key acceptance	Does not apply	Does not apply	Does not apply	Does not apply	
5.9 Simultaneous user actions	Does not apply	Does not apply	Does not apply	Does not apply	

Chapter 6: ICT with Two-Way Voice Communication

Notes: Does not apply

Chapter 7: ICT with Video Capabilities

Notes: Does not apply

Chapter 8: Hardware

Notes: Does not apply

Chapter 9: Web

Notes: See WCAG 2.x section.

Chapter 10: Non-Web Documents

Notes: Does not apply

Chapter 11: Software

The columns below cover the iOS and Android native apps (the desktop web app is covered by the WCAG 2.x section, Chapter 9).

Criteria	iOS	Android	Remarks and Explanations
11.0 General (informative)	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required
11.5.1 Closed functionality	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required
11.5.2 Accessibility services	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17

Criteria	iOS	Android	Remarks and Explanations
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See 11.5.2.5 through 11.5.2.17	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Mostly Supports	Mostly Supports	
11.5.2.5 Object information	Supports	Supports	
11.5.2.6 Row, column, and headers	Does not apply	Does not apply	
11.5.2.7 Values	Supports	Supports	
11.5.2.8 Label relationships	Supports	Supports	
11.5.2.9 Parent-child relationships	Supports	Supports	
11.5.2.10 Text	Supports	Supports	
11.5.2.11 List of available actions	Supports	Supports	
11.5.2.12 Execution of available actions	Supports	Supports	
11.5.2.13 Tracking of focus and selection attributes	Supports	Supports	
11.5.2.14 Modification of focus and selection attributes	Supports	Supports	
11.5.2.15 Change notification	Supports	Supports	
11.5.2.16 Modifications of states and properties	Supports	Supports	
11.5.2.17 Modifications of values and text	Supports	Supports	
11.6 Documented accessibility usage	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required
11.6.1 User control of accessibility features	Supports	Supports	
11.6.2 No disruption of accessibility features	Supports	Supports	
11.7 User preferences	Mostly Supports	Mostly Supports	Some text sizing not dynamic.
11.8 Authoring tools	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required

Criteria	iOS	Android	Remarks and Explanations
11.8.1 Content technology	Heading cell — no response required	Heading cell — no response required	Heading cell — no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter "Not Applicable")	See WCAG 2.x section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Does not apply	Does not apply	
11.8.4 Repair assistance	Does not apply	Does not apply	
11.8.5 Templates	Supports	Supports	

Chapter 12: Documentation and Support Services

Notes: Does not apply

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Does not apply

Legal Disclaimer (Company)

Analysis and understanding of the specifications performed to the best of our abilities.

This Accessibility Conformance Report is a self-assessment based on 37signals' own testing and product knowledge, not a third-party audit.