Anthropic PBC
Accessibility Conformance Report (ACR)
WCAG Edition

(Based on VPAT® Version 2.5Rev)

Product:	Claude.ai Enterprise (Web Browser)
Assessment Date:	April 2026
Publication Date:	April 23, 2026
Last Update:	April 23, 2026
Accessibility Standard:	WCAG 2.2, Levels A & AA
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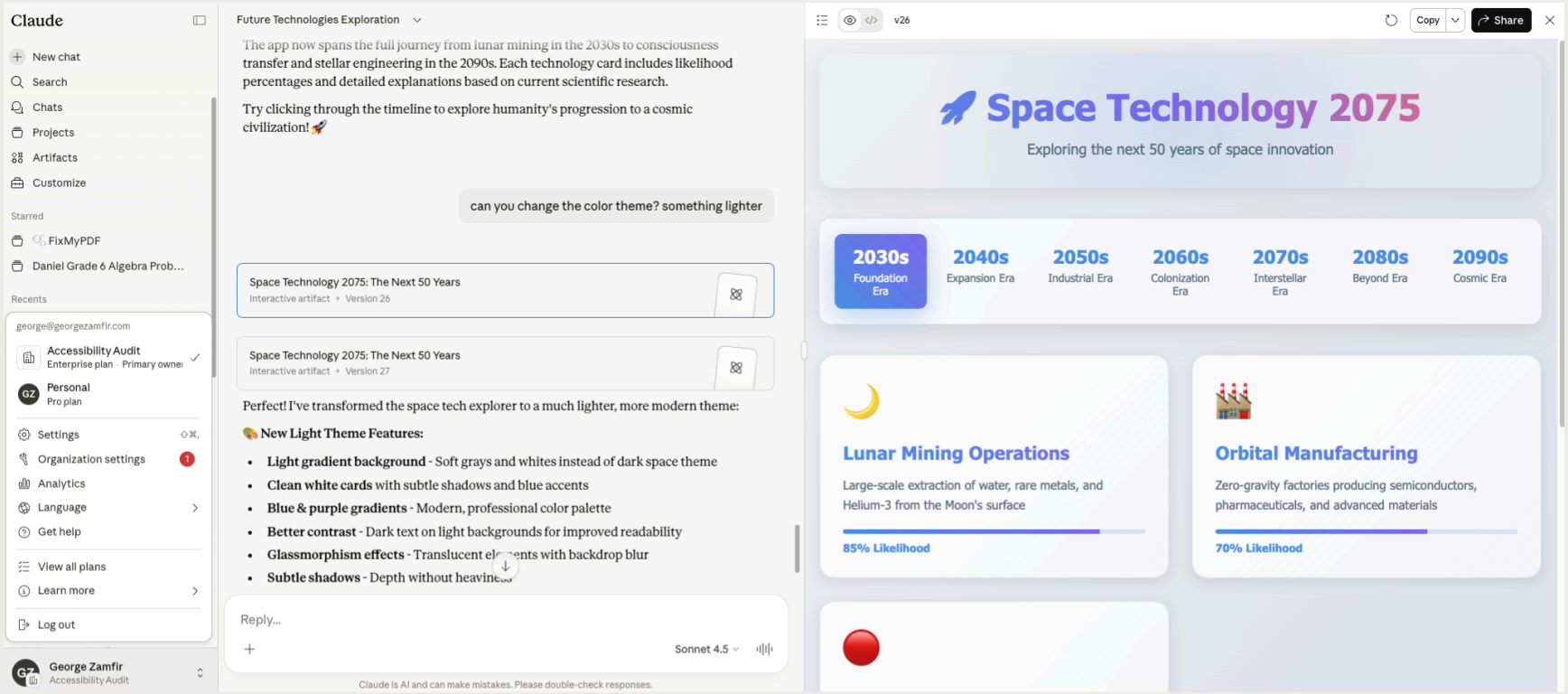
Product Description

Claude is an AI assistant developed by Anthropic and accessible via the Claude.ai web application. The product provides conversational AI capabilities for tasks including writing, coding, analysis, and problem-solving, with features such as file uploads, voice input, and interactive content creation through Artifacts. Claude is available across multiple service tiers (Free, Pro, Team, and Enterprise) and supports desktop and mobile access for individual and collaborative use.



(screenshot of claude.ai showing 3 panes side-by-side: chats sidebar on the left, main chat, web artifact on the right)

Conformance Summary

Issued To: Anthropic PBC
Publication Date: April 23, 2026

The claude.ai Enterprise edition was assessed in April 2026 by George Zamfir against the Web Content Accessibility Guidelines 2.2 (WCAG 2.2), Level A & AA. This report represents the conformance level at the publication date, as follows:

- Claude.ai Enterprise is conformant with 89% of the WCAG 2.2, Level A & AA success criteria:
  - Does Not Support (DNS) — 0 criteria
  - Partially Supports (PS) — 6 criteria
  - Supports (S) — 49 criteria
- All “Does Not Support” criteria from December 2025 have been remediated to “Partially Supports” or “Supports”.
- Remaining defects are localized issues regarding low color contrast, keyboard focus management, focus indicators, and announcing status updates to screen readers.
- Non-conformance is detailed in the summary tables below.
- The Conformance Timeline (table 3) tracks Anthropic’s accessibility progression since March 2025.

Out of scope

- Content generated by AI such as documents, graphics, websites, apps, etc.
- Claude Code, Cowork, Design and other products not available to Enterprise customers on claude.ai.
- Desktop and mobile apps. However, the desktop apps receive all the web fixes & improvements.

Version History

Date	Description
April 2026	New: accessibility audit. 0 criteria remain at "Does Not Support" level. - Updated WCAG conformance levels (see Table 3 for details): – From “Does Not Support” to “Supports”: 1.3.1, 2.1.1, 3.3.2 – From “Does Not Support” to “Partially Supports”: 2.4.3, 4.1.2, 4.1.3 – From “Partially Supports” to “Supports”: 1.3.5, 2.1.2, 3.2.2
December 2025	Updated WCAG conformance levels (see Table 3 for details): - From “Does Not Support” to “Supports”: 2.3.1
July 2025	New: accessibility audit. Added: “Conformance timeline”, Claude’s accessibility conformance progress over time. Updated WCAG conformance levels (see Table 3 for details): - From “Does Not Support” to “Partially Supports”: 1.1.1, 1.4.3, 2.1.2, 2.4.7, 3.2.2 - From “Does Not Support” to “Supports”: 3.1.1, 3.1.2
June 2025	Added: summary tables “Non-conformant pages” & “Non-conformant criteria”. They provide a quick (non-)conformance snapshot without having to scroll through the full WCAG table.
March 2025	Initial audit & Accessibility Conformance Report (ACR)

Notes

- An issue found on multiple instances of the same component is counted once.
- Accessibility best practices are not reported in this document.
- Features shipped after April 2026 are not evaluated for this report.

Table 1: Summary - Non-conformant criteria (DNS & PS)

WCAG Criteria	Issue Description	Conformance Level
1.1.1 Non-text Content	Some graphics & icons are not labeled / improperly labeled. Some connector iframes lack accessible names.	Partially Supports
1.4.3 Contrast (Minimum)	Low contrast for certain UI & focus indicators on dropdowns.	Partially Supports
2.4.3 Focus Order	Focus is not managed between certain UI components.	Partially Supports
2.4.7 Focus Visible	Some focus indicators are low contrast or too small.	Partially Supports
4.1.2 Name, Role, Value	Some UI components do not communicate their purpose or state.	Partially Supports
4.1.3 Status Messages	A few status messages are not announced to screen readers.	Partially Supports

Table 2: Summary - Non-conformant pages

Page / Screen	Issue Description	WCAG Criteria
Chat	Some graphics & icons are not labeled / improperly labeled. Some connector iframes lack accessible names.	1.1.1 (A); 4.1.2 (A)
Sitewide	The keyboard focus indicator is low-contrast. Some system / toast notifications are not announced. Residual UI/UX gaps: focus management, keyboard support, labeling.	1.4.3 (AA); 2.4.3 (A); 2.4.7 (AA); 4.1.3 (AA)

Evaluation Methods Used

This application was evaluated by George Zamfir for WCAG 2.2, Level A & AA conformance using a combination of automated scanning tools and manual testing techniques.

Automated tools

- Chrome DevTools
- Deque aXe v4.11.1
- ARC Toolkit 5.7.10
- WebAIM Wave

Manual testing

- Keyboard testing
- Colour Contrast Analyzer 3.5.4 (CCA)
- VoiceOver / macOS Sequoia 15.5 / Chrome 145 / Safari 18.5
- NVDA 2025.3 / Windows 11 / Chrome 140

Terms

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

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

Auditor

George Zamfir has two decades of experience developing accessibility programs and teams across industries – technology, education, finance, social media, retail, and SaaS. George specializes in building & evaluating digital products. Relevant to this report, George has experience in both creating and evaluating vendors' ACRs / VPATs. For any questions please email a11y@georgezamfir.com.

WCAG 2.2 Report

Table 3: Conformance Timeline

The following table shows changes to claude.ai's accessibility conformance over time. Only the WCAG success criteria with updated statuses are included below. For example, 2.1.1 improved from "Does Not Support" to "Supports".

WCAG	March 2025	July 2025	December 2025	April 2026
1.1.1	Does Not Support	Partially Supports	Partially Supports	Partially Supports
1.3.1	Does Not Support	Does Not Support	Does Not Support	Supports
1.3.5	Partially Supports	Partially Supports	Partially Supports	Supports
1.4.3	Does Not Support	Partially Supports	Partially Supports	Partially Supports
2.1.1	Does Not Support	Does Not Support	Does Not Support	Supports
2.1.2	Does Not Support	Partially Supports	Partially Supports	Supports
2.3.1	Does Not Support	Does Not Support	Supports	Supports
2.4.3	Does Not Support	Does Not Support	Does Not Support	Partially Supports
2.4.7	Does Not Support	Partially Supports	Partially Supports	Partially Supports
3.1.1	Does Not Support	Supports	Supports	Supports
3.1.2	Does Not Support	Supports	Supports	Supports
3.2.2	Does Not Support	Partially Supports	Partially Supports	Supports
3.3.2	Does Not Support	Does Not Support	Does Not Support	Supports
4.1.2	Does Not Support	Does Not Support	Does Not Support	Partially Supports
4.1.3	Does Not Support	Does Not Support	Does Not Support	Partially Supports

Table 4: All WCAG 2.2 A & AA Success Criteria

WCAG Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Su…	Most non-text content has a text alternative that serves an equivalent purpose. Exceptions: some graphics and icon-only buttons are unlabeled or improperly labeled, and some embedded connector iFrames lack an accessible name, so screen-reader users cannot determine their purpose. Occurs in the chat connector UI and a small number of toolbar icons.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	
1.2.2 Captions (Prerecorded) (Level A)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	
1.2.4 Captions (Live) (Level AA)	Supports	
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	
1.3.1 Info and Relationships (Level A)	Supports	
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Supports	

WCAG Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Partially Su…	Text and essential UI generally meet the 4.5:1 contrast ratio. Exceptions: the keyboard-focus indicator on certain dropdown menus and a small number of secondary UI states fall below the minimum. Occurs in sitewide dropdown components.
1.4.4 Resize text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Supports	
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	
2.1.1 Keyboard (Level A)	Supports	
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	
2.2.1 Timing Adjustable (Level A)	Supports	
2.2.2 Pause, Stop, Hide (Level A)	Supports	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Supports	

WCAG Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Partially Su…	Focusable components generally receive focus in an order that preserves meaning and operability. Exceptions: focus is not consistently managed when certain panels, dialogs or dynamically-inserted regions open or close, so keyboard and screen-reader users may lose their place or have to re-navigate. Occurs in a small number of flows.
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Partially Su…	A visible focus indicator is present on most interactive elements. Exceptions: the focus indicator on certain dropdown menus is hard to perceive due to low contrast, so sighted keyboard users may have difficulty tracking focus. Occurs in sitewide dropdown components.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	
3.1.1 Language of Page (Level A)	Supports	
3.1.2 Language of Parts (Level AA)	Supports	

WCAG Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.2.6 Consistent Help (Level A 2.2 only)	Supports	
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	
4.1.1 Parsing (Level A)	Supports	Removed from WCAG 2.2
4.1.2 Name, Role, Value (Level A)	Partially Su…	For most UI components the name, role and value can be programmatically determined. Exceptions: some embedded connector iFrames and a small number of custom controls do not expose their purpose or state to assistive technologies, so screen-reader users cannot identify or operate them reliably. Occurs in the chat connector UI.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Su…	Most status messages are programmatically surfaced so assistive technologies can announce them without moving focus. Exceptions: a few toast notifications are not announced properly. Occurs sitewide.