



WCAG 2.2 AA audit inshared.es

WCAG 2.2 AA audit

Client: Achmea
Website: inshared.es
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Summary

The audit was conducted between March 10 2026 and March 13 2026. Compliance was achieved for **39 out of 55 success criteria** (70 %). Our auditor has documented **50 issues** where users with impairments may encounter problems. Additionally, the auditor provided **1 other remarks** to improve accessibility.

This audit of the website inshared.es has shown that the website functions well in terms of accessibility for most users. Despite some areas needing improvement, many aspects of the website are designed to be inclusive and accessible.

The website has done a commendable job ensuring that users with different needs can access content effectively. Text can be resized without losing information, making it easier for users with visual impairments to read comfortably. Additionally, users can navigate the site without a mouse, which is crucial for individuals who rely on keyboards due to physical limitations. The site's use of colors and labels helps everyone understand content easily, including those with visual or cognitive impairments. For users who need more time, there are options to adjust timers, which is especially helpful for those who take longer to read or interact with content.

However, several accessibility issues were also found. For individuals who rely on screen readers, some images on the website do not have appropriate text descriptions. This makes it difficult for these users to understand all the information presented, as they cannot see the images that might be conveying essential details. Additionally, the website has parts that cannot be accessed using a keyboard alone. This particularly affects users who cannot use a mouse, making it challenging for them to navigate the site fully. Issues with error messages not being linked to input fields were noted, which can confuse users trying to fill out forms by not providing clear guidance on how to correct mistakes.

Overall, while the website inshared.es performs well in many areas of digital accessibility, attention is needed to address issues related to descriptive text for images and full keyboard accessibility, ensuring that all potential users enjoy a fully accessible experience.

About this Audit

We have conducted an audit to assess how well this website complies with the accessibility rules of WCAG 2.2, level A and AA. This audit is based on the European standard EN 301 549.

WCAG stands for *Web Content Accessibility Guidelines*. These are international guidelines for making digital content, such as websites and apps, accessible to everyone. WCAG is structured around four principles: Perceivable, Operable, Understandable, and Robust. Each principle includes success criteria (rules) that can be measured to determine whether a website is accessible.

Audit Details

What was audited?

During the audit, we took a sample. Within this sample, the auditor describes as many issues as possible. We clearly outline where the issues are located. If possible, the auditor also provides recommendations on how to resolve them. This is not a complete overview. The auditor provides examples. It is a snapshot: it shows which issues the auditor observed at that moment.

Check the entire website

Because this audit is based on a sample, we may not have identified all issues. We strive to make the sample as representative as possible, but despite this, the auditor may not notice some issues. These may emerge in future audits.

Therefore, check the entire website for similar issues. The identified problems may also occur elsewhere, both within and outside the sample.

When updating the website, new issues may arise. It is therefore important to conduct regular audits.

What is the difference between WCAG 2.1 and WCAG 2.2?

Since October 5, 2023, WCAG 2.2 has been the latest accessibility standard. It has not yet been incorporated into European regulations. At this moment, WCAG 2.1 is the legal standard. This means that the six new rules in WCAG 2.2 are not yet mandatory.

We recommend complying with WCAG 2.2 now. This will make the website more accessible and ready for future legislation. WCAG 2.2 introduces six new success criteria. Success Criterion 4.1.1 has been removed.

Scope of the Audit

The URL specifies why a part has or has not been included. This is in accordance with the rules for determining the scope in the WCAG-EM methodology.

- All pages on <https://www.inshared.es/> (URI-basis)

Audit Methodology and Applied Norm

This audit was conducted in accordance with the [WCAG-EM evaluation methodology](#). This method is recommended by [DigiToegankelijk \(Logius\)](#).

The applied standard is WCAG 2.2, Levels A and AA (<https://www.w3.org/TR/WCAG22/>)

Baseline for Accessibility Support

Common web browsers and assistive technologies.

Questions?

If you have any content-related questions about this report, please contact us via contact@cardan.com.

Results Overview

Below is an overview of all WCAG 2.2 success criteria of level A and AA, divided across the four principles: Perceivable, Operable, Understandable, and Robust. Each success criterion includes a short description, the level, and whether the pages from the sample comply with the success criterion or not. If they do not comply with a success criterion, an overview of the findings that led to this conclusion can be found in the following chapters.

Perceivable

Criterion	Description	Level	Outcome
1.1.1	Non-text Content	A	Failed
1.2.1	Audio-only and Video-only (Prerecorded)	A	Not applicable
1.2.2	Captions (Prerecorded)	A	Not applicable
1.2.3	Audio Description or Media Alternative (Prerecorded)	A	Not applicable
1.2.4	Captions (Live)	AA	Not applicable
1.2.5	Audio Description (Prerecorded)	AA	Not applicable
1.3.1	Info and Relationships	A	Failed
1.3.2	Meaningful Sequence	A	Failed
1.3.3	Sensory Characteristics	A	Passed
1.3.4	Orientation	AA	Passed
1.3.5	Identify Input Purpose	AA	Passed
1.4.1	Use of Color	A	Passed
1.4.2	Audio Control	A	Not applicable
1.4.3	Contrast (Minimum)	AA	Failed
1.4.4	Resize Text	AA	Passed
1.4.5	Images of Text	AA	Passed
1.4.10	Reflow	AA	Passed
1.4.11	Non-text Contrast	AA	Failed
1.4.12	Text Spacing	AA	Passed
1.4.13	Content on Hover or Focus	AA	Not applicable

Operable

Criterion	Description	Level	Outcome
2.1.1	Keyboard	A	Failed
2.1.2	No Keyboard Trap	A	Passed
2.1.4	Character Key Shortcuts	A	Passed
2.2.1	Timing Adjustable	A	Passed
2.2.2	Pause, Stop, Hide	A	Not applicable
2.3.1	Three Flashes or Below Threshold	A	Passed
2.4.1	Bypass Blocks	A	Passed
2.4.2	Page Titled	A	Failed
2.4.3	Focus Order	A	Failed
2.4.4	Link Purpose (In Context)	A	Failed
2.4.5	Multiple Ways	AA	Failed
2.4.6	Headings and Labels	AA	Passed
2.4.7	Focus Visible	AA	Failed
2.4.11	Focus not obscured (minimum)	AA	Failed
2.5.1	Pointer Gestures	A	Not applicable
2.5.2	Pointer Cancellation	A	Passed
2.5.3	Label in name	A	Passed
2.5.4	Motion Actuation	A	Not applicable
2.5.7	Dragging Movements	AA	Not applicable
2.5.8	Target Size (Minimum)	AA	Passed

Understandable

Criterion	Description	Level	Outcome
3.1.1	Language of Page	A	Failed
3.1.2	Language of Parts	AA	Failed
3.2.1	On Focus	A	Passed
3.2.2	On Input	A	Passed

Criterion	Description	Level	Outcome
3.2.3	Consistent Navigation	AA	Passed
3.2.4	Consistent Identification	AA	Passed
3.2.6	Consistent help	A	Passed
3.3.1	Error Identification	A	Passed
3.3.2	Labels or Instructions	A	Failed
3.3.3	Error Suggestion	AA	Passed
3.3.4	Error Prevention (Legal, Financial, Data)	AA	Not applicable
3.3.7	Redundant Entry	A	Passed
3.3.8	Accessible authentication (minimum)	AA	Not applicable

Robust

Criterion	Description	Level	Outcome
4.1.2	Name, Role, Value	A	Failed
4.1.3	Status Messages	AA	Passed

Audit Scores

The results are shown here per principle and per level.

	Level A	Level AA	Level AAA	Total
Perceivable	6 / 9	9 / 11	0 / 0	15 / 20
Operable	10 / 14	3 / 6	0 / 0	13 / 20
Understandable	5 / 7	5 / 6	0 / 0	10 / 13
Robust	0 / 1	1 / 1	0 / 0	1 / 2
Total	21 / 31	18 / 24	0 / 0	39 / 55

Principle 1: Perceivable

Information and user interface components must be presentable to users in ways they can perceive.

Guideline 1.1: Text Alternatives

Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

A

Success Criterion 1.1.1: Non-text Content

Provide text alternatives for non-text content.

Result

 Not met: The audited set of pages does not meet this success criterion.

Findings

Non-text content, such as images, should be accessible with a text alternative. This allows assistive software to make the information audible (screen reader) or tangible (braille). This is important for people who are blind, partially sighted, deafblind, or have other limitations in perceiving visual content.

Important information in non-text content should always be perceptible to everyone. Without text alternatives, some visitors will miss this information. If the content is merely decorative, it should be able to be ignored by assistive software. This prevents users from being distracted by unnecessary details.

If an image is functional (for example clickable), the text alternative should make it clear what the purpose of the image is. This also satisfies other success criteria, such as success criteria 2.4.4 (link purpose), 2.4.6 (headings and labels), and 4.1.2 (name, role, and value).

Finding ACH-6.F7

 Content

 Medium

On the pages we examined, the logo at the top has a duplicate name for assistive software. The logo gets its name from the span element and the aria tags on the SVG elements. This means it's now being read aloud twice.

Remove the aria tags from the SVG elements. And hide the SVG elements for assistive software.

Images



Logo with double name

Finding ACH-6.F13

Content

High

Many pages contain images with text alternatives that don't describe them well, or at all. There are also images intended for decorative purposes that still have a text alternative. Or there are icons used as links or buttons that lack a text alternative, making the purpose of the element unclear. Icons that convey (visually) important information also require a well-descriptive text alternative that conveys the purpose of this information. Many of these issues have already been described in the research, but there will likely be plenty more that were missed. Therefore, carefully check all images and icons.

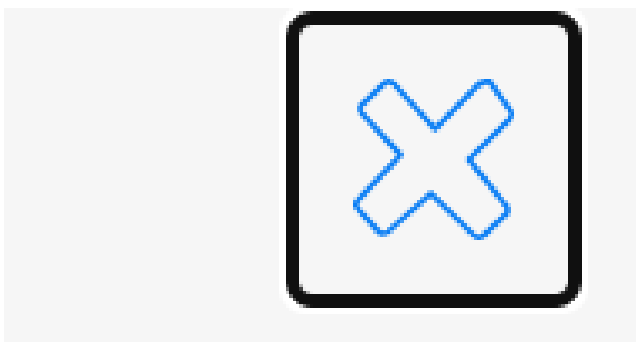
If an image or icon is decorative, it's best to ignore it from assistive software to avoid unnecessary distraction or excessive useless information. This can be achieved by leaving the alt attribute (`alt=""`) empty for an img element. For an SVG or icon, these can be hidden from text-to-speech software using, for example, `aria-hidden="true"`. Icons or images used as links or buttons require a text alternative that describes the purpose of the link or button.

Finding ACH-6.F14

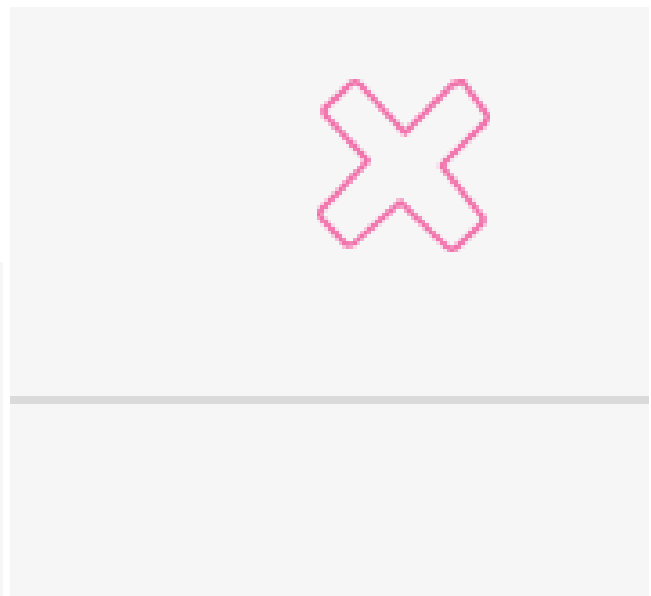
Content

High

On the pages examined, after zooming in to 200% at a resolution of 1280x1024, a hamburger menu appears, recognizable by the three horizontal lines. When this menu is opened, an image of a cross appears to close the menu. This is a button, a pink cross, with a link inside it, a blue cross. This link now receives two sets of focus. The button is labeled "Cerrar" but the link is unlabeled. This image has no text alternative, and it needs one.

Images

Blue cross



cross with wrong text alternative

Finding ACH-6.F12

Content

Medium

On the page <https://www.inshared.es/>, there's an image of a car with a doll, with the text alternative "Seguro de coche". This doesn't describe the image. This image is better considered

decorative and doesn't need an alternative text, but it does need an empty alt attribute (`alt=""`) so assistive software knows to ignore the image. This occurs on multiple pages with many different images.

Images



image



image

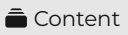



Image with wrong text alternative



Image with wrong text alternative

Finding ACH-6.F16

 Content  High

On the page <https://www.inshared.es/>, you'll find lists of the various car insurance policies with a visual check mark icon or cross icon next to them to indicate which are included in the package and which are not. This is visually clear. These check marks and crosses have no text alternatives,

making this information unclear for users who cannot see the screen and rely on text-to-speech software. These check marks and crosses also often appear behind input fields without a text alternative.

Ensure that the icons have a text alternative so that this information is clear to everyone.

Images

Terceros	Terceros ampliado	Todo riesgo
El más elegido para coches de entre 6 y 12 años	El más elegido para coches de menos de 6 años	Asegurar a Todo Riesgo puede ser una buena idea si prefieres mayor protección
✓ Daños a terceros	✓ Daños a terceros	✓ Daños a terceros
✗ Roturas y grietas en las lunas	✓ Roturas y grietas en las lunas	✓ Roturas y grietas en las lunas
✗ Robo, incendio y fenómenos atmosféricos	✓ Robo, incendio y fenómenos atmosféricos	✓ Robo, incendio y fenómenos atmosféricos
✗ 2 años valor de compra/nuevo en caso de robo	✓ 2 años valor de compra/nuevo en caso de robo	✓ 2 años valor de compra/ nuevo en caso de robo
✗ Daños causados por ti mismo a tu coche	✗ Daños causados por ti mismo a tu coche	✓ Daños causados por ti mismo a tu coche
Conoce más	Más Información	Seguir leyendo

icons of checkmarks and crosses

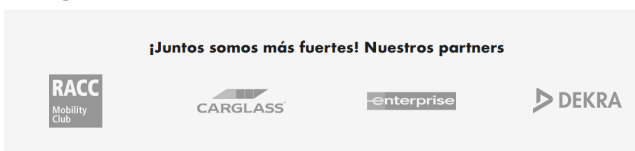
Finding ACH-6.F17



On the page <https://www.inshared.es/>, under "¡Juntos somos más fuertes! Nuestros partners," there are four logos. None of these have a good text alternative. The text alternative "Logo" doesn't provide enough information. A logo is informative and needs a good descriptive text alternative that includes at least the logo's text.

A good text alternative for the the first two logos here is, for example, "Logo RACC Mobility Club" or "Logo Carglass."

Images



Logos don't have good text alternatives

Finding ACH-6.F25



The page <https://www.inshared.es/balance-anual> contains images with text. These images do not have a suitable text alternative. Not all the information from the images is reflected in the text or is clearly conveyed by the text alternative.

These images should have a text alternative that includes at least the text from the image.

Images



Image without good text alternative



Image without good text alternative

Finding ACH-6.F36



On the page <https://www.inshared.es/nuestras-ventajas/todos-los-tramites-online/pagar-seguro>, there are two informative images with a non-descriptive text alternative. The information gleaned from the image should be included in the alternative text. This information may also be included in the text on the page. This must be clearly stated in the alternative text, or if all the information is contained in the text on the page, the image may be considered decorative and should be skipped by assistive technology.

Images



Cómo funciona, ejemplo 2:

Supongamos que el 15 de marzo has contratado un seguro con InShared y deseas que comience de inmediato (es decir, el 15 de marzo). En ese caso, recibirás tu factura el 15 de marzo por el pago del periodo asegurado dentro del año natural, es decir, desde el 15 de marzo hasta el 31 de diciembre. Esto significa que no pagarás por todo el año, sino únicamente por los días en los que estés asegurado con nosotros.

¿Quieres seguir asegurado con nosotros el año siguiente? ¡Nos alegra saberlo! En ese caso, recibirás el 1 de enero una nueva factura con el importe de la prima anual a pagar.



¡Ups! ;No has podido realizar el pago?

Image without good text alternative

Finding ACH-6.F28



The PDF document "Condiciones del Seguro de Coche de Inshared" contains decorative images tagged as **<Figure>**. This causes the image to be displayed by assistive software, even though it is not intended to be displayed.

Images in PDFs can be marked as **artefact**, preventing them from being displayed by assistive software. This can be done in newer versions of Microsoft Word by marking the image as decorative. In Adobe InDesign, an image can also be marked as decorative. If this has not been done, the author can use Adobe Acrobat Pro to mark the image as background or **<Artefact>**. The image will then disappear from the tags.

Images

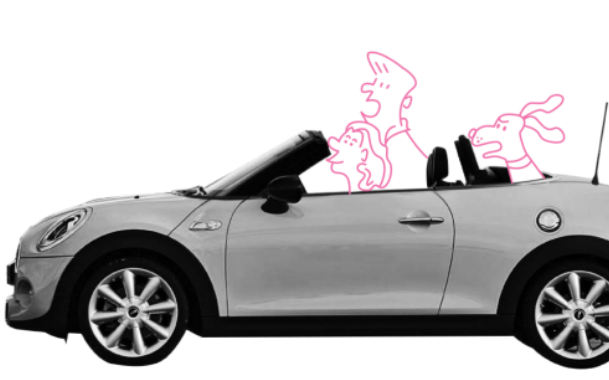


Image is not ignored by assistive software

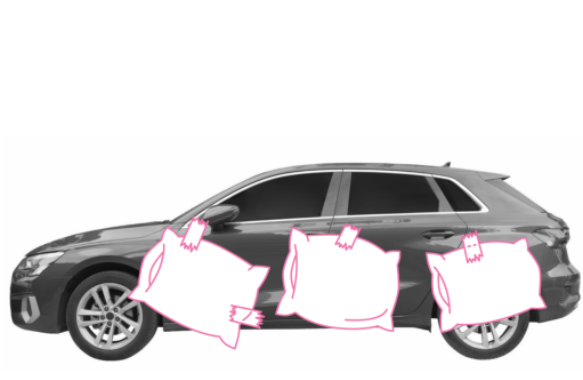


Image is not ignored by assistive software



Image is not ignored by assistive software

Finding ACH-6.F33

 Content

 Medium

The PDF document "Documento de información sobre el producto de seguro" contains a logo at the top. This logo has an alternative text with additional information that is also provided below (Name, address and more). This is too much information.

Make the alternative text for the logo short and clear, such as "Logo Inshared." This way, the text is clear, and the visible text is reflected in the alternative text.

Additional Recommendations and Remarks

The following remarks do not lead to rejection but may improve accessibility or usability.

Remark ACH-6.F15

 Technical

 Low

The page <https://www.inshared.es/> contains decorative SVGs. These include the sirene for "Comunicar un siniestro" and the little puppet for "Acceder al área personal" along with the arrows behind them. These are not properly hidden from assistive software. By properly hiding the elements from assistive software, you prevent unnecessary or unclear information from being presented to assistive software users. These elements are sometimes read aloud by display software with `tab-index="-1"`, `role="display"`, `role="presentation"`, or `role="img"` with an empty alt attribute. This occurs on several pages.

Hide decorative SVGs from assistive software to prevent them from being read aloud unnecessarily. This can be done by adding `aria-hidden="true"` to the `<svg>` element.

```
<svg aria-hidden="true" ...>
  <!-- decorative content -->
</svg>
```

Also, make sure the SVG doesn't contain any unnecessary "title" or "desc" elements. This keeps the experience clear for screen reader users.

Images



Guideline 1.2: Time-based Media

Provide alternatives for time-based media.

A

Success Criterion 1.2.1: Audio-only and Video-only (Prerecorded)

Provide alternatives for time-based media.

Result

✓ Not present: None of the techniques for this success criterion are applicable.

A

Success Criterion 1.2.2: Captions (Prerecorded)

Provide captions for all prerecorded audio content in synchronized media.

Result

✓ Not present: None of the techniques for this success criterion are applicable.

A

Success Criterion 1.2.3: Audio Description or Media Alternative (Prerecorded)

Provide audio description for all prerecorded video content in synchronized media.

Result

✓ Not present: None of the techniques for this success criterion are applicable.

AA

Success Criterion 1.2.4: Captions (Live)

Provide captions for all live audio content in synchronized media.

Result

✓ Not present: None of the techniques for this success criterion are applicable.

AA**Success Criterion 1.2.5: Audio Description (Prerecorded)**

Provide audio description for all prerecorded video content.

Result

- ✓ Not present: None of the techniques for this success criterion are applicable.

Guideline 1.3: Adaptable

Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

A

Success Criterion 1.3.1: Info and Relationships

Information and relationships conveyed through presentation can be programmatically determined.

Result

 Not met: The audited set of pages does not meet this success criterion.

Findings

It is important that the information and relationships between elements on a page are clear to everyone. This means that visual information from layout or design, must also be included in the code. This allows assistive technology, like screen readers, to properly convey the information to people who are blind, visually impaired, or deafblind.

If information is only conveyed visually, people using assistive technology may not understand it correctly or at all. This could lead to confusion and missing important details. Therefore, it is necessary to include the information and relationships in the code as well, so that all users, both with and without visual impairments, understand the content in the same way.

Finding ACH-6.F20



Technical

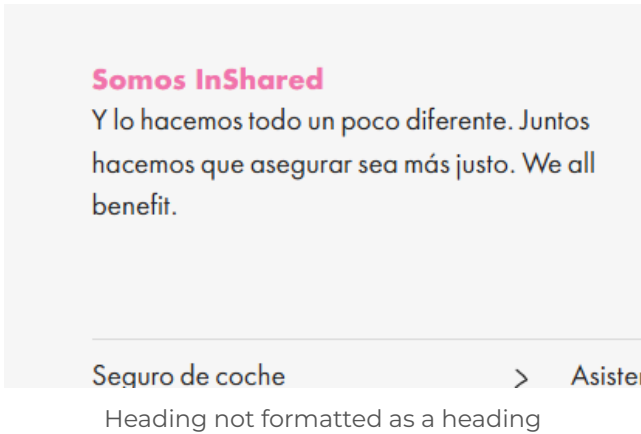


Medium

The pages examined at <https://www.inshared.es/> contain a heading in the footer that isn't formatted as a heading. This heading is "Somos InShared". This prevents assistive software from determining the relationship between the heading and the content below. If it's formatted correctly, assistive software could navigate from heading to heading to quickly scan the page (just as one would do visually).

Ensure that the heading is formatted at the correct heading level. In this case, this could be done with the heading element `<h2>`.

Images

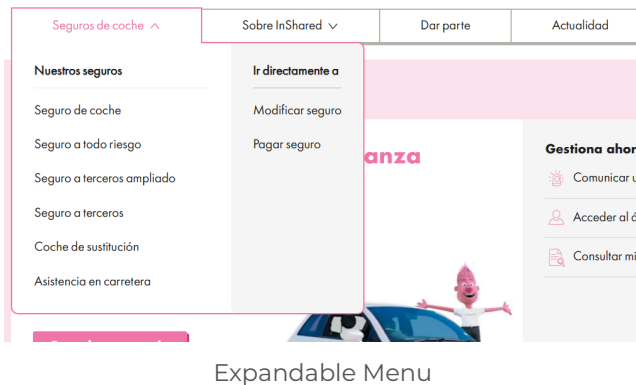


Finding ACH-6.F43

The pages examined at <https://www.inshared.es> contain a navigation menu. This menu contains items that are expandable. This cannot be determined by software. People who don't see the screen won't see whether the menu item is collapsed or expanded. This also applies to the hamburger menu when zoomed in.

Ensure that software can determine whether the button is collapsed or expanded. This can be done, for example, by adding an aria-expanded attribute to the button.

Images



Finding ACH-6.F31



Content



Medium

In the PDF document "Condiciones del Seguro de Coche de Inshared," on page 4, under point 1.2, there's a list that isn't formatted as a list. Because of this, assistive software can't tell you it's a list or how many items it contains. This helps with comprehension. This occurs on multiple pages. For example on page 5 under point 1.5, there is a nested list. Or on page 7 a numbered list.

If something looks like a list (for example, because of numbering or bullets), it's important that assistive software can also recognize it as a list. This can be done by using the appropriate tags. The advantage of this is that assistive software can indicate the list size for blind people and

allows someone to skip the entire list if it's not interesting to read.

Images

No se considerarán incidentes de tráfico y, por tanto, no quedarán cubiertos bajo esta póliza los siguientes daños:

- a) Los que se produzcan al participar en carreras de vehículos de motor autorizadas o no autorizadas homologadas y no homologadas en las que el objetivo es alcanzar una velocidad máxima. Esto también se aplica a las prácticas de conducción asociadas.
- b) Los derivados de la realización de trabajos industriales o agrícolas por vehículos a motor especialmente diseñados para ello.
- c) Los derivados de la utilización de un vehículo de motor como instrumento para la comisión de delitos dolosos contra las personas y los bienes o los ocasionados cuando el coche causante hubiera sido robado.
- d) Los que se produzcan al hallarse el coche asegurado en el interior del recinto de puertos y aeropuertos, cuando se trate de vehículos que habitualmente circulen por dichos recintos.
- e) Los daños y perjuicios que se produzcan hallándose el conductor autorizado en estado de embriaguez o bajo la influencia de drogas, tóxicos o estupefacientes, psicotrópicos, estimulantes o sustancias análogas que alteren el estado físico o mental para conducir sin peligro. Las tasas de alcohol en sangre y aire expirado no podrán superar los límites legales que se encuentren en vigor. Esta exclusión no exime al Asegurador de atender al perjudicado sin perjuicio del derecho de repetición previsto en este contrato.

Numbered list

1.5 Cobertura y modalidades de seguro

En función del contenido del contrato de seguro, el seguro de coche incluye las siguientes coberturas:

- Seguro obligatorio de responsabilidad civil de automóviles (Sección A.2)
 - Responsabilidad obligatoria
 - Responsabilidad voluntaria (Sección A.2)
 - Asistencia jurídica (Sección A.2.b)
 - Seguro del conductor (Sección A.2.c)
 - Asistencia en carretera básica (Sección A.2.d)
- Seguro ampliado de responsabilidad civil de automóviles (Sección A.3)
- Seguro de coche a todo riesgo (Sección A.4)
- Coche de sustitución (Sección A.5)
- Asistencia en carretera ampliada (Sección A.6)

Nested list

1.2 Comunicación digital

Al elegir tu producto InShared, has aceptado que cualquier comunicación se realice por vía digital. Esto significa que:

- Te enviaremos nuestras comunicaciones electrónicamente por e-mail y te facilitaremos toda la información importante en tu portal de cliente (en el caso de InShared, se trata del área personal). Recuerda que deberás activar primero el acceso a tu área personal online.
- Tú mismo puedes realizar cambios en tu contrato a través del área personal. Solo tú eres responsable de los cambios que se realicen en tu área personal o en tu póliza de seguro, por lo que te recomendamos que guardes bien tu contraseña.
- Por estas razones, deberás facilitarnos una dirección de e-mail válida, mantener tu buzón de e-mail abierto para la recepción de mensajes y avisar de cualquier cambio con la debida antelación.

List not formatted as a list

Finding ACH-6.F44

Technical

High

On the page <https://www.inshared.es/seguro-coche/calcular-seguro-coche>, there is an input field to which the error message is not linked. This occurs on several pages with forms.

The error message can be linked to the input field by using aria-describedby.

Images

¿En qué fecha se sacó el carné el conductor principal?

dd-mm-aaaa

Te falta escribir esta fecha.

message not linked

Finding ACH-6.F46

Technical

Medium

On the page <https://www.inshared.es/seguro-coche/calcular-seguro-coche>, the steps are listed at the top to indicate progress. This information cannot be determined by software. For example, it is visually visible that step 1 is active, but this cannot be determined by software. Alternatively, if step 1 is completed and step 2 is active, but step 3 still needs to be done, this is visible visually, but not reflected in the code.

Ensure that this information can also be determined by software.

Images

¿Quieres saber cuánto te costaría un seguro de coche con InShared? Lo podrás averiguar en solo
Al acabar podrás asegurar tu coche directamente. Incluso en fin de semana.

1 Datos 2 Tu precio 3 Finalizar



Steps

Finding ACH-6.F4

Content

Medium

On the page <https://www.inshared.es/>, when the cookie notification is opened, there are headings that aren't formatted as headings. For example, the headings "InShared utiliza cookies", "¿De acuerdo?", and "¿Las rechazas?". This prevents assistive software from determining the relationship between the heading and the content below. If this is formatted correctly, assistive software can navigate from heading to heading to quickly scan the page (just as one would do visually).

Ensure that the heading is formatted at the correct heading level. In this case, the heading "InShared utiliza cookies" could use an `<h2>` heading element, and "¿De acuerdo?", "¿Las rechazas?" could use an `<h3>` because it falls under the `<h2>` heading. Ensure that the correct heading structure is used.

Images

InShared utiliza cookies

Utilizamos cookies para ayudarte mejor y de forma más personalizada cuando contactas con nosotros. Por ejemplo, a través de la web, las redes sociales o anuncios publicitarios que te encuentras. Lo hacemos analizando tu comportamiento de navegación y combinándolo con los datos personales que vas dejando en la red y que nosotros conocemos. Para hacer esto, colaboramos con otras empresas. También de fuera de Europa. Más información sobre [cookies](#) o nuestra [declaración de privacidad](#).

[Más información sobre la aceptación](#) ▾

[Más información sobre el rechazo](#) ▾

¿De acuerdo?

Entonces das tu consentimiento para la instalación de cookies analíticas, de socios, de respuesta, publicitarias y de personalización y para el tratamiento de tus datos personales. ¿No quieres? En ese caso, puedes elegir "Rechazar". Las cookies funcionales que no afectan a tu privacidad las instalamos siempre.

¿Las rechazas?

Entonces solo instalamos cookies funcionales. Las cookies funcionales las instalamos siempre.

Aceptar

Rechazar

No headings

Finding ACH-6.F19

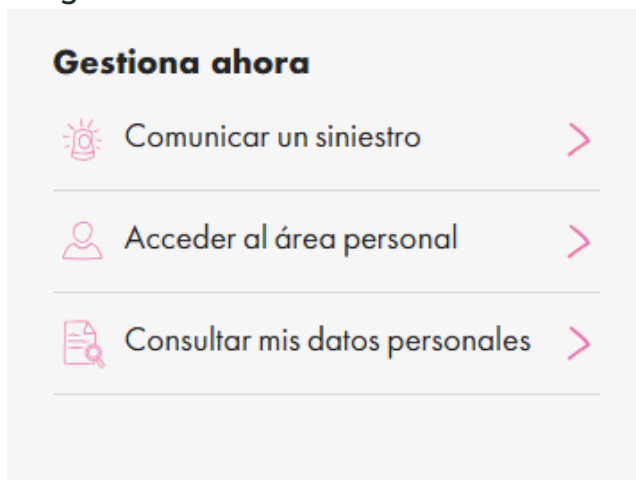
 Technical

 Medium

The page <https://www.inshared.es/> has a heading that isn't formatted as a heading. It's "Gestiona ahora". This prevents assistive software from determining the relationship between the heading and the content below. If it's formatted correctly, assistive software could navigate from heading to heading to quickly scan the page (just as one would do visually).

Ensure the heading is formatted at the correct heading level. In this case, this would be with the heading element `<h2>`.

Images



Text not formatted as a heading

Finding ACH-6.F48

 Content

 Medium

On the page <https://www.inshared.es/seguro-coche/coche-sustitucion>, the heading "Coche de sustitución hasta 30 días" appears, among others. This heading has been made bold using a strong element. The strong element is intended to emphasize parts of the text. It is not intended to create headings. This occurs more frequently on the page.

Headings must be formatted as actual headings (`<h1>` through `<h6>`). This helps visitors who rely on the code, for example because they use a screen reader, to easily recognize the structure of the page.

Using software or a browser extension, for example, an overview of all headings on the page can be retrieved.

Place the heading using a heading element (`<h1>` to `<h6>`) and remove the strong element. In this case, an h3 element is needed to format the heading. This ensures the heading order on the page is correct.

Images

¿Por qué contratar con tu seguro nuestra cobertura adicional de coche de sustitución?

Coche de sustitución hasta 30 días

Si tienes una avería o accidente y tu coche no puede ser reparado en menos de 8 horas, conservas tu movilidad, ya que InShared te pone a tu disposición un coche de sustitución.

Asistencia 24/7 en caso de emergencia o avería

¿Tienes una urgencia? Entonces puedes llamarnos en cualquier momento a nuestro teléfono de emergencias del RACC al + 34 93 463 11 64. También desde el extranjero.

Balance anual: te devolvemos dinero

¿Queda dinero a final de año de la parte de la prima que hemos reservado para pagar indemnizaciones? Pues te lo devolvemos como Balance Anual. [Más información sobre el balance anual](#)

strong element instead of heading

Finding ACH-6.F29



Technical



Medium

The PDF document "Condiciones del Seguro de Coche de InShared"`{lang=es}`" has multiple headings that are not tagged as headings in the code. This prevents assistive software from determining the relationship between the heading and the content below. If formatted correctly, assistive software can navigate from heading to heading to quickly scan a page (just as one would visually). This includes, for example, the text "_Índice" on page 2, or the texts "Condiciones del Seguro," "Parte A. Coberturas," "Section A.1: General Information about the heading," and "1.1 We wish you well as part of the InShared Car Safety" on page 4. This applies to all pages of the document.

Ensure that the heading is formatted at the correct heading level. This would be with heading elements `<h1>` - `<h6>` .

Images

Condiciones del Seguro

Parte A. Coberturas

Sección A.1: Información general sobre la cobertura

1.1 Te damos la bienvenida al Seguro de coche InShared

En estas condiciones del seguro encontrarás todo lo que debes saber en relación con tu seguro de coche. En el marco de tu Seguro de coche InShared, podrás contratar diferentes modalidades de coberturas de seguro.

Estas modalidades de seguro están recoaidas en la **Sección A - Cobertura** -. En

No headings

Índice

	Página
Índice	2
Parte A: Cobertura	4
> Sección A.1: Información general sobre la cobertura	4
> Sección A.2: El Seguro Básico de Responsabilidad	7

No headings

Índice

Parte A: Coberturas	
Sección A.1: Información general sobre la cobertura	
1.1	Te damos la bienvenida al seguro de coche InShared
1.2	Comunicación digital
1.3	¿Quiénes somos?
1.4	Bases del contrato

Finding ACH-6.F30



Technical



High

In the PDF document "Condiciones del Seguro de Coche de Inshared", the table of contents is formatted as a table. This table is not formatted correctly. The relationships between the various elements are unclear.

This can be partially resolved by using table headings, for example. Another better solution is to create (nested) lists (TOC). This allows for the correct relationships between the elements to be established.

Finding ACH-6.F34



Content

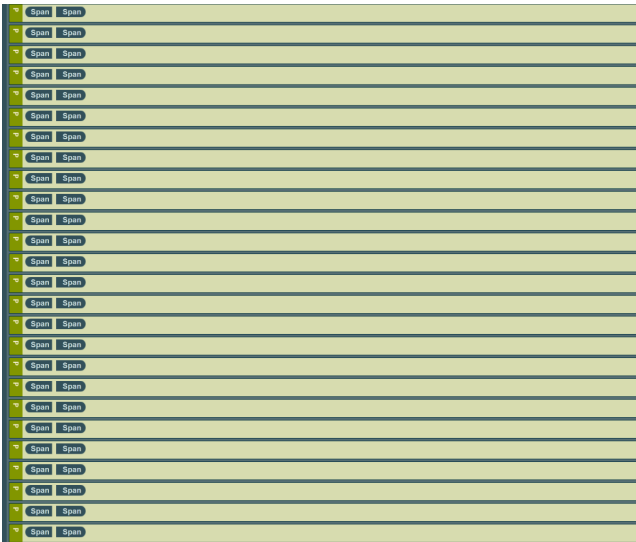


Low

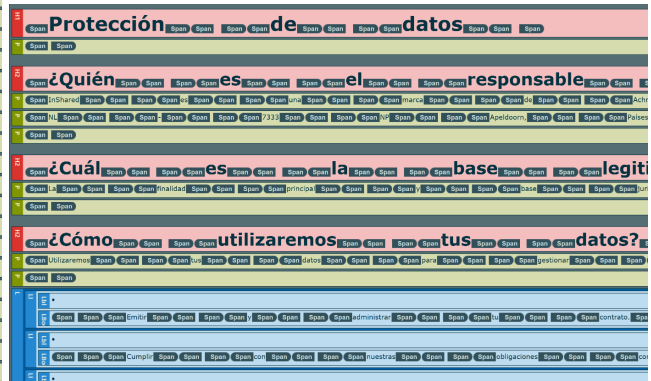
The PDF document "Nota Informativa Previa" is tagged, meaning assistive software can interpret it, which is good. However, some issues with these tags were found.

- Images are not tagged correctly and have no text alternative.
- Decorative images are not tagged as Artifacts.
- Texts are not tagged correctly, so the first page has no textual content.
- There are many empty p-elements and span-elements.

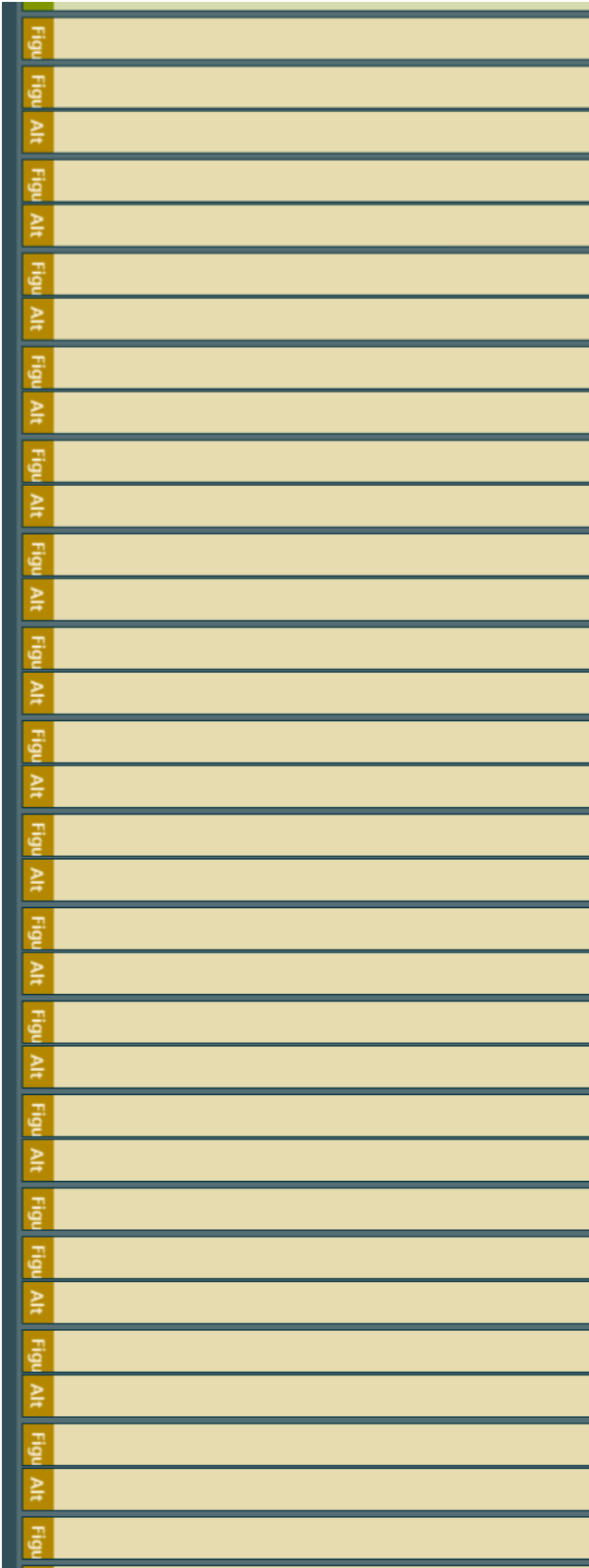
Images



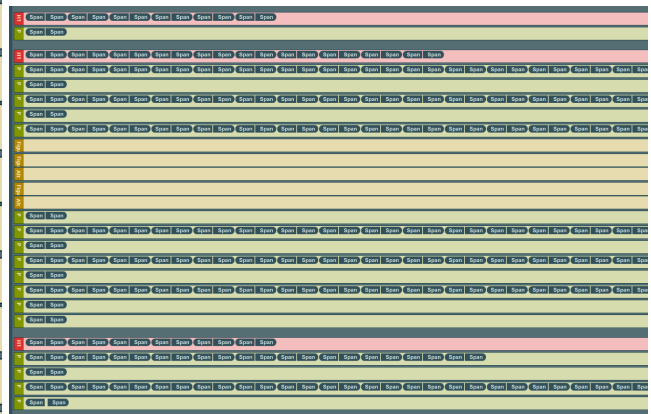
Lots of empty p-elements



Lots of span elements



images that should be artefacts



First page of document

Finding ACH-6.F32

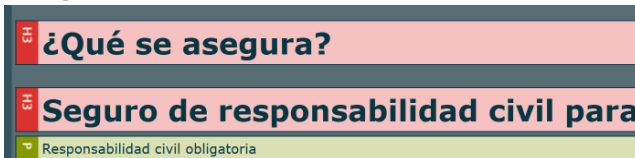
Content

Low

In the PDF document "Documento de información sobre el producto de seguro" there is the heading "¿Qué se asegura?", which is at the `<h3>` level. Immediately following this heading is the heading "Seguro de responsabilidad civil para vehículos de motor (Seguro a Terceros básico) ". This section is also at the same level. Therefore, the first heading has no content. A heading should always have content. This occurs more in the document.

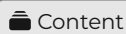
Ensure that the first heading, "¿Qué se asegura?," has content, for example, by adding text below it, or by changing the second heading, "Seguro de responsabilidad civil para vehículos de motor (Seguro a Terceros básico) " to a lower level, for example, `<h4>` .

Images



Headings of the same level

Finding ACH-6.F35



The page <https://www.inshared.es/hazte-cliente> contains a list that isn't formatted as a list. This prevents assistive software from displaying the fact that it's a list or how many items it contains. This helps with understanding the text.

To format ordered lists (e.g., numbered), use the `ol` element. List items must be contained within an `li` element.

```
<ol>
  <li>Lijst-item 1</li>
  <li>Lijst-item 2</li>
</ol>
```

Images

Hazte cliente en 3 sencillos pasos



List not a list

A**Success Criterion 1.3.2: Meaningful Sequence**

Content is presented in a meaningful order.

Result

– Not met: The audited set of pages does not meet this success criterion.

Findings

This success criterion ensures that everyone can use the information in a logical order, without losing the meaning.

For people who depend on assistive software, such as a screen reader, it is important that the logical visual order on a web page is also recorded in the code. This allows assistive software to correctly pass on the order and meaning of the information.

Visitors may miss important information that is visually very clear and self-evident to other people. This makes reading the text more time-consuming and energy-consuming.

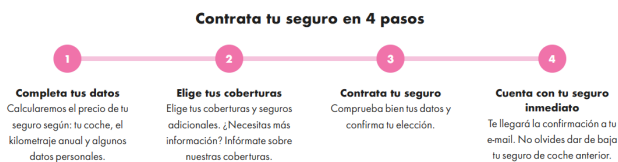
Finding ACH-6.F23

Technical

Medium

On the page <https://www.inshared.es/>, under "Contrata tu seguro en 4 pasos" there's an ordered list. However, the list number is only read after the list item, making it unclear where the number belongs.

Make sure the list number is read first, followed by the accompanying text. The number could, for example, become part of the heading.

Images

Order not quite right

Finding ACH-6.F47

Content

Medium

On the page <https://www.inshared.es/consejos-practicos/eliminar-malos-olores-coche>, on the right-hand side below the heading "Más consejos prácticos", there are posts containing an image, heading, and text. However, part of the content associated with this heading—the image—is located above this heading in the code instead of below it. This can lead to problems, as users might mistakenly believe that this content belongs to a different, parent heading. This is particularly relevant for users who do not view the webpage visually but rely on the order in the code, for example, when using assistive software.

This can be solved by actually placing the content below the heading it belongs to in the code. It can then be formatted via CSS so that nothing needs to change visually. This can be done, for example, using the "order" property.

Images

Más consejos prácticos



El aire acondicionado del coche: todo lo que necesitas saber

5 min. de lectura · 17/12/2025

[Leer más](#)



Cómo evitar accidentes de tráfico: los mejores consejos

3 min. de lectura · 12/12/2025

[Leer más](#)

order elements

A

Success Criterion 1.3.3: Sensory Characteristics

Instructions provided for understanding and operating content do not rely solely on sensory characteristics.

Result

✓ Met: The audited sample complies with this success criterion.

AA

Success Criterion 1.3.4: Orientation

You should be able to rotate your screen without losing any content.

Result

✓ Met: The audited sample complies with this success criterion.

AA

Success Criterion 1.3.5: Identify Input Purpose

The purpose of each input field collecting user data can be programmatically determined.

Result

✓ Met: The audited sample complies with this success criterion.

Guideline 1.4: Distinguishable

Make it easier for users to see and hear content including separating foreground from background.

A

Success Criterion 1.4.1: Use of Color

Color is not used as the only visual means of conveying information.

Result

✓ Met: The audited sample complies with this success criterion.

A

Success Criterion 1.4.2: Audio Control

If any audio on a Web page plays automatically for more than 3 seconds, a mechanism is available to pause or stop it.

Result

✓ Not present: None of the techniques for this success criterion are applicable.

AA

Success Criterion 1.4.3: Contrast (Minimum)

All texts must have sufficient colour contrast. Tip: use the Colour Contrast Analyzer to determine the colour contrast.

Result

✗ Not met: The audited set of pages does not meet this success criterion.

Findings

Low contrast between text and background makes the text less readable. Sufficient color contrast makes reading the text more pleasant for all visitors, but especially for visitors who are visually impaired or color blind. Sufficient color contrast is even more important for them. Too low a color contrast makes it difficult for them to understand the content of the website.

Normal text should have a minimum contrast of 4.5:1 compared to the background. For texts larger than 24px/18pt (or 19px/14pt for bold text), the contrast should be at least 3.0:1. You can easily measure the color contrast yourself with [Color Contrast Analyser \(CCA\) from Vispero](#).

A number of parts of this website do not meet this success criterion. In these cases, more contrast should be created between the text and the background, so that the text is more readable for visitors who are partially sighted or color blind.

Finding ACH-6.F21

DesignMedium

The pages examined at <https://www.inshared.es/> contain a lot of pink and grey text and white text with a pink or grey background. These texts lack sufficient contrast. The pink texts (**#F173AC**) have a contrast of 2.7:1 against the white background or 2.5:1 against the grey background (**#F6F6F6**). The grey texts (**#A6A6A6**) have a contrast of 2.4:1 against the white background and 2.3:1 against the grey background (**#F6F6F6**).

Ensure that texts always have a minimum contrast of 4.5:1 against the background.

Finding ACH-6.F39

DesignMedium

There's a form on the page <https://www.inshared.es/seguro-coche/calcular-seguro-coche>. In this form, the gray (#888780) labels have too low a contrast of 3.6:1 against the white background.

Ensure that texts always have a minimum contrast of at least 4.5:1 with the background.

Finding ACH-6.F40

DesignMedium

There's a form on the page <https://www.inshared.es/seguro-coche/calcular-seguro-coche>. In this form, the gray placeholder texts (#B8B7B3) have a contrast of 2.0:1 against the white background that's too low.

Ensure that texts always have a minimum contrast of 4.5:1 against the background.

Finding ACH-6.F5

DesignMedium

On the page <https://www.inshared.es/>, when the cookie notification is opened, there are links in the text, including "Más información sobre la aceptación" and "Más información sobre el rechazo". These links turn blue (**#0D7FF4**) when focused and have a low contrast of 3.9:1 against the white background.

Ensure that texts have a minimum contrast of 4.5:1 against the background.

Images

colaboramos con otras empresas. También de nuestra [declaración de privacidad](#).

[Más información sobre la aceptación](#) ✓

[Más información sobre el rechazo](#) ✓

¿De acuerdo?

Links met focus te laag contrast

Finding ACH-6.F6

Design

Medium

On the page <https://www.inshared.es/>, when the cookie notification is opened, the white text "Aceptar" has a contrast of 2.7:1 that is too low against the pink (#F173AC) background. When the button is in focus, the contrast is too low, at 3.9:1 against the white text and blue (#0D7FF4) button.

Ensure that the text always has a contrast difference of at least 4.5:1 against the background.

Images

Entonces solo instalamos cookies funcionales. Las cc

Entonces solo instalamos cookies funcionales. Las cook



Text contrast button



Text contrast button

AA

Success Criterion 1.4.4: Resize Text

Text can be resized without assistive technology up to 200 percent without loss of content or functionality.

Result

✓ Met: The audited sample complies with this success criterion.

AA

Success Criterion 1.4.5: Images of Text

Images of text are only used for decoration or where a particular presentation of text is essential.

Result

✓ Met: The audited sample complies with this success criterion.

AA

Success Criterion 1.4.10: Reflow

Content can reflow to fit the screen of the device.

Result

✓ Met: The audited sample complies with this success criterion.

AA

Success Criterion 1.4.11: Non-text Contrast

Graphics and user interface components have distinguishable contrast.

Result

✗ Not met: The audited set of pages does not meet this success criterion.

Findings

Non-text elements, such as icons and input fields, must have a color contrast of at least 3.0:1. This is important for visitors to your website with a visual impairment to distinguish and use elements. This also applies to the lines in a graph, for example.

If there is too little contrast, they cannot perform important functions properly, such as filling in forms or operating buttons. The focus indicator for keyboard navigation must also always be visible. Without good contrast, visitors who depend on the keyboard cannot see where the focus is. This makes operating the website much more difficult.

Finding ACH-6.F22
 Design

 Medium

The pages examined at <https://www.inshared.nl/> contain many pink and grey icons, such as check marks and crosses. These do not have enough contrast. The pink icons (#F173AC) have a contrast of 2.7:1 against the white background or 2.5:1 against the grey background (#F6F6F6). The grey icons (#A6A6A6) have a contrast of 2.4:1 against the white background and 2.3:1 against the grey background (#F6F6F6).

Ensure that this always has a minimum contrast of 3.0:1 against the background.

Finding ACH-6.F18

Design

Medium

On page <https://www.inshared.es/> the gray logos (#9A9A9A) under "¡Juntos somos más fuertes! Nuestros partners" have too low a contrast of 2,6:1 with the light gray background (#F6F6F6).

Ensure that non-text content has a minimum contrast of 3.0:1 with the background.

Images



Logos contrast too low

AA

Success Criterion 1.4.12: Text Spacing

Text spacing is adaptable.

Result

- ✓ Met: The audited sample complies with this success criterion.

AA

Success Criterion 1.4.13: Content on Hover or Focus

Additional content that appears on hover or focus can be dismissed.

Result

- ✓ Not present: None of the techniques for this success criterion are applicable.

Principle 2: Operable

User interface components and navigation must be operable.

Guideline 2.1: Keyboard Accessible

Make all functionality available from a keyboard.

A

Success Criterion 2.1.1: Keyboard

All functionality of the content is operable through a keyboard interface.

Result



– Not met: The audited set of pages does not meet this success criterion.

Findings

All functionalities on the website must be accessible with a keyboard or similar interface, such as a screen reader. This is important for people who cannot use a mouse, for example due to a motor disability or visual impairment.

If a function only works with a mouse, not everyone can operate the website with this function. This leads to frustration and costs more time and energy.

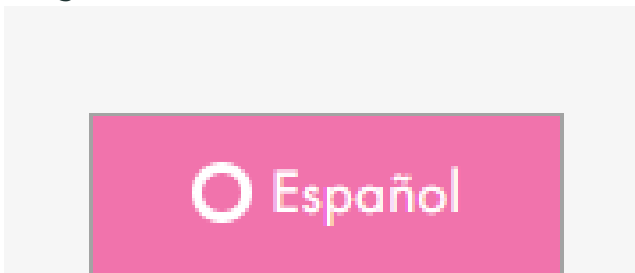
Finding ACH-6.F45

 Technical  High

The pages examined at <https://www.inshared.es/> have a language switch at the bottom, switching from Spanish to English. This switch is not keyboard-accessible.

Ensure that all interactive elements are keyboard-accessible.

Images



Language switch

Finding ACH-6.F37

 Technical  High

There's a form on the page <https://www.inshared.es/seguro-coche/calcular-seguro-coche>. In this form features an 'i' icon as an interactive element for more information. For example after the

label "¿Qué uso se le da al coche?. This icon is not keyboard-accessible. This occurs with all forms.

Ensure that all interactive elements are keyboard-accessible.

Images

¿Qué uso se le da al coche? ⓘ

Número de kilómetros al año ⓘ

Icons not keyboard-accessible

A

Success Criterion 2.1.2: No Keyboard Trap

If keyboard focus can be moved to a component, focus cannot be trapped there.

Result

✓ Met: The audited sample complies with this success criterion.

A

Success Criterion 2.1.4: Character Key Shortcuts

If a keyboard shortcut is implemented in content, it can be turned off or remapped by the user.

Result

✓ Met: The audited sample complies with this success criterion.

Guideline 2.2: Enough Time

Provide users enough time to read and use content.

A

Success Criterion 2.2.1: Timing Adjustable

Users can adjust time limits unless not possible or if essential.

Result

✓ Met: The audited sample complies with this success criterion.

A

Success Criterion 2.2.2: Pause, Stop, Hide

Users have the ability to pause, stop, or hide any moving, blinking, or scrolling information.

Result

✓ Not present: None of the techniques for this success criterion are applicable.

Guideline 2.3: Seizures and Physical Reactions

Do not design content in a way that is known to cause seizures or physical reactions.

A

Success Criterion 2.3.1: Three Flashes or Below Threshold

Content does not contain anything that flashes more than three times in one second.

Result

 Met: The audited sample complies with this success criterion.

Guideline 2.4: Navigable

Provide ways to help users navigate, find content, and determine where they are.

A

Success Criterion 2.4.1: Bypass Blocks

Mechanisms are available to bypass blocks of content that are repeated on multiple Web pages.

Result

 Met: The audited sample complies with this success criterion.

A

Success Criterion 2.4.2: Page Titled

Web pages have titles that describe topic or purpose.

Result

 Not met: The audited set of pages does not meet this success criterion.

Findings

A clear page title makes it easier for everyone to navigate. The page title is displayed in the browser bar and can be requested by assistive software, such as a screen reader. Give each page a title that describes its purpose or content. Without good titles, visitors may have difficulty recognizing the page and distinguishing it from other pages.

Finding ACH-6.F11

 Content

 Medium

PDF documents require a valid title in their file properties, and this document title must be displayed instead of the file name. The following PDF documents do not meet either requirement.

This can be adjusted in the file properties of either the PDF or the source file.

A

Success Criterion 2.4.3: Focus Order

If a Web page can be navigated sequentially, the navigation order can be programmatically determined.

Result

- Not met: The audited set of pages does not meet this success criterion.

Findings

It is important that users with a keyboard can navigate through a page or screen easily and logically. The order in which interactive elements receive focus should support the meaning of the content. This helps to form a clear picture of page. Without a logical order, keyboard users can become disoriented and have difficulty finding the right information or functions. This is important for anyone who is dependent on the keyboard, for example due to a visual impairment or physical disability.

Finding ACH-6.F1

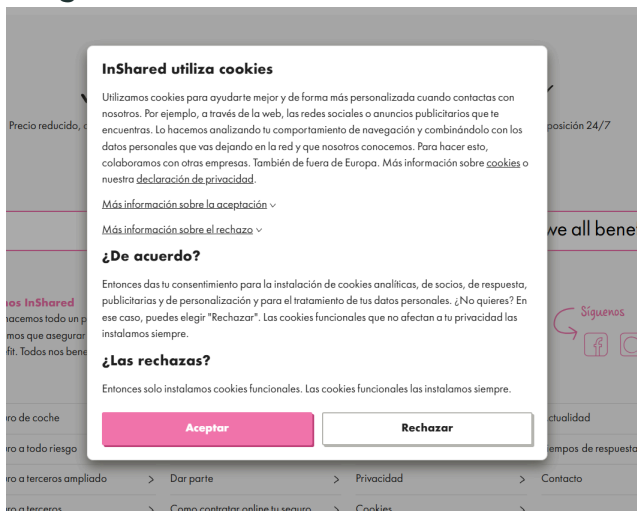
 Technical

 High

On the page <https://www.inshared.es/>, when the page is first opened, a cookie notification appears in a dialog box. However, the keyboard focus first shifts to the underlying page before entering the dialog box. This is incorrect. This dialog box obscures part of the page, so the focus and focusable elements are not always visible.

For a dialog box, the focus should start in this window and only move out of the window when it is closed. For more information on dialog boxes see: <https://www.w3.org/WAI/ARIA/apg/patterns/dialog-modal/>.

Images



Dialog box

A

Success Criterion 2.4.4: Link Purpose (In Context)

The purpose of each link can be determined from the link text alone or its context.

Result

 Not met: The audited set of pages does not meet this success criterion.

Findings

Links should be understandable without reading surrounding text. A link like 'click here' or 'more info' does not tell users what to expect.

This helps people using a screen reader and those with cognitive disabilities. They can find the right link more easily. Use descriptive text, like 'Read the accessibility guidelines' instead of 'Click here'.

Finding ACH-6.F49


 Content

 High

On the pages examined, after zooming in to 200% at a resolution of 1280x1024, a hamburger menu appears, recognizable by the three horizontal lines. When this menu is opened, an image of a cross appears to close the menu. This is a button, a pink cross, with a link inside it, a blue cross. This element now receives two sets of focus. The button is labeled "Cerrar" but the link is unlabeled. This means that the link has no link purpose.

A solution is to remove the link and leave the button. Or by removing the button and leaving the link, and then providing a good text alternative.

Finding ACH-6.F26

 Content

 Medium

On the page <https://www.inshared.es/>, under the heading "Nuestros seguros de coche," there are three links where the link purpose is unclear. These are the links "Conoce más," "Descubre más Más Información," and "Seguir leyendo." It is not clear where these links point. Dit komt op meerdere pagina's voor. Op pagina <https://www.inshared.es/consejos-practicos/eliminar-malos-olores-coche> gaat dit bijvoorbeeld wel goed.

Make sure links clearly indicate where they point. For example, "Conoce más sobre Terceros" of "Más Información sobre Terceros ampliado". This text may be hidden visually, as long as it is accessible to assistive software.

AA

Success Criterion 2.4.5: Multiple Ways

More than one way is available to locate a Web page within a set of Web pages.

Result

 Not met: The audited set of pages does not meet this success criterion.

Findings

Providing multiple ways to navigate a website helps visitors who rely on assistive tools such as screen readers, buttons, or sensors. Ensure that each page or section of content is accessible

through at least two different methods, such as a menu, search bar, or sitemap. This allows users to choose the navigation method that works best for them. Without these options, some visitors may get stuck and miss important information.

Finding ACH-6.F38



Technical



Low

This success criterion requires more than one way to find all web pages. Currently, following links is the only way to find all pages.

Several solutions exist for this problem, such as adding a search function and/or a sitemap.

AA

Success Criterion 2.4.6: Headings and Labels

Headings and labels describe topic or purpose.

Result



Met: The audited sample complies with this success criterion.

AA

Success Criterion 2.4.7: Focus Visible

Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.

Result



Not met: The audited set of pages does not meet this success criterion.

Findings

A visible focus indicator helps keyboard users understand which element is active, such as a button or link. This is especially important for people with motor disabilities who can see. Ensure that all interactive elements have a clearly visible focus indicator. Without this visual cue, keyboard users may struggle to operate the page.

Finding ACH-6.F2



Technical



High

On the page <https://www.inshared.es/>, when the page is first opened, a cookie notification appears in a dialog box. However, the keyboard focus first shifts to the underlying page before entering the dialog box. This is incorrect. This dialog box obscures part of the page, so the focus and focusable elements are not always visible.

Make sure the focus and focusable elements are always visible.

Finding ACH-6.F50

Technical

Medium

On page <https://www.inshared.es/seguro-coche/calcular-seguro-coche>, the focus for the button "Seguir" is not visible once. It is located on an element with `<wuc-link>` with `tabindex="0"`. This element is not visible and has no role or name that can be determined by software.

AA

Success Criterion 2.4.11: Focus not obscured (minimum)

When the focus is on an interactive component, it should not be covered by other content.

Result

 Not met: The audited set of pages does not meet this success criterion.

Findings

When an interactive component receives keyboard focus, the component itself should be visible. This is especially helpful for people with low vision or motor disabilities who rely on the keyboard instead of a mouse. Make sure that the focused element is not completely obscured by other content or interface elements. If the focused component is not visible, it can be difficult for visitors who have difficulty navigating or operating a page.

Finding ACH-6.F3

Technical

High

On the page <https://www.inshared.es/>, when the page is first opened, a cookie notification appears in a dialog box. However, the keyboard focus first shifts to the underlying page before entering the dialog box. This is incorrect. This dialog box obscures part of the page, so the focus and focusable elements are not always visible.

Make sure the focus and focusable elements are always visible.

Finding ACH-6.F51

Technical

Medium

On page <https://www.inshared.es/seguro-coche/calcular-seguro-coche>, the focus for the button "Seguir" is not visible once. It is located on an element with `<wuc-link>` with `tabindex="0"`. This element is not visible and has no role or name that can be determined by software.

Guideline 2.5: Input Modalities

Make it easier for users to operate functionality through various inputs beyond keyboard.

A

Success Criterion 2.5.1: Pointer Gestures

Users can operate touch functions with a mouse, assistive technology or with one finger.

Result

✓ Not present: None of the techniques for this success criterion are applicable.

A

Success Criterion 2.5.2: Pointer Cancellation

If you click on something you should be able to cancel it by moving the mouse pointer.

Result

✓ Met: The audited sample complies with this success criterion.

A

Success Criterion 2.5.3: Label in name

For all interactive elements with visible text, this text is also available in the accessibility name.

Result

✓ Met: The audited sample complies with this success criterion.

A

Success Criterion 2.5.4: Motion Actuation

Functionality that is activated by moving the device (e.g. shaking) can be disabled and also controlled in a different way.

Result

✓ Not present: None of the techniques for this success criterion are applicable.

AA**Success Criterion 2.5.7: Dragging Movements**

If you can drag something then there should also be another way to do it with a mouse or finger without dragging.

Result

- ✓ Not present: None of the techniques for this success criterion are applicable.

AA**Success Criterion 2.5.8: Target Size (Minimum)**

Prevent problems by making clickable areas, such as links and buttons, large enough.

Result

- ✓ Met: The audited sample complies with this success criterion.

Principle 3: Understandable

Information and the operation of the user interface must be understandable.

Guideline 3.1: Readable

Make text content readable and understandable.

A

Success Criterion 3.1.1: Language of Page

Assistive software should be able to determine the language of the page so that, for example, the correct voice and intonation can be used.

Result

 Not met: The audited set of pages does not meet this success criterion.

Findings

The language of a web page must be correctly specified in the HTML using the lang attribute, for example `<html lang="nl">`. This helps assistive software, such as screen readers, to read the content in the correct language. If the language is not set correctly, it can cause confusion, for example when a Dutch voice reads an English text with incorrect pronunciation. The lack of a correct language setting can cause visitors who rely on screen readers, for example because they are blind, to have difficulty understanding the information.

Finding ACH-6.F27

 Content

 Medium

The following PDF document is set to Dutch, but this is incorrect. The document's language is Spanish. While most texts within the document have been changed to a different language, this isn't the case everywhere, and it hasn't been implemented correctly. For example, the first page is now in Dutch, so the Spanish text is now pronounced in Dutch. The text "Click here for the English version" has been changed to Spanish, even though it should be English.

Set the document language to Spanish and change any text within the document that uses a different language.

Finding ACH-6.F10

 Content

 Medium

The following PDF document is set to English, but that's incorrect. The document is Spanish. Although the text in the document has a language switch to Spanish, it's recommended to change the document language to Spanish. Some elements, such as "button" or "list," are still read aloud in English because they don't have a language switch. This also prevents potential errors due to a forgotten language switch.

This can be changed in the document properties.

AA

Success Criterion 3.1.2: Language of Parts

The human language of each passage or phrase in the content can be programmatically determined.

Result

– Not met: The audited set of pages does not meet this success criterion.

Findings

When parts of text or components are in a different language, this should be indicated using the lang attribute in the HTML, such as `lang="en"` for English. This helps visitors relying on assistive technology, like screen readers or braille displays, to properly understand the content. Without indicating a language switch, the software might read the text with the wrong voice or intonation, causing confusion and misunderstanding.

Finding ACH-6.F24



Technical



Medium

The pages examined at <https://www.inshared.es/> contain the slogan "We all benefit." This is English text on a Spanish page. This text hasn't undergone a language shift, but it needs one.

This can be achieved by placing the lang attribute in the span element of the slogan.

```
<span class="slogan" lang="en">we all benefit</span>
```

Finding ACH-6.F8



Technical

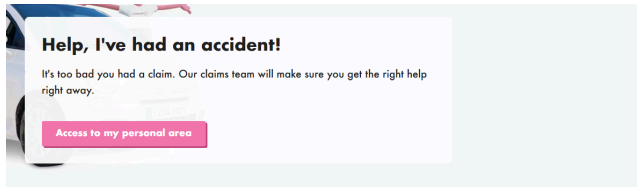


Medium

On the pages examined at <https://www.inshared.es/>, when the language of the page is switched to English, not all texts are translated into English. Many texts remain in Spanish.

These Spanish texts should then be switched to Spanish so that they are also read aloud in Spanish. Another solution is to simply translate these texts into English as well.

Images



¿Cómo dar parte en InShared?

En primer lugar, es indispensable que nos avises de que tu coche ha tenido un siniestro o avería. Para ello, debes acceder a tu Área personal. Cuando lo hagas, nuestro equipo de siniestros se encargará de que recibas la ayuda necesaria lo más rápido posible.

Para acceder a tu **Área personal**, debes introducir tu e-mail y tu contraseña. Dentro, encontrarás toda la información y el menú desde el que dar aviso de que tu coche ha sufrido un accidente o avería.

Al mismo tiempo, puedes descargar el **Parte amistoso de accidente** para facilitar el proceso. Puedes enviar este documento al e-mail que aparece más abajo para comenzar con el proceso. ¡Te responderemos a la mayor brevedad!

Por lo demás, si necesitas dar un parte de manera urgente debido a un robo o un problema en carretera, puedes llamar al **número de emergencia +34 934 631 164**. De este modo, tendrás la asistencia lo más pronto posible para solucionar tu problema.

Immediate assistance in case of loss or breakdown

Have you had a claim, breakdown or emergency (such as your car being stolen, an accident or injury)?

Reporting a claim and how to report claims

Have you had a claim or an emergency? On this page you can find out how claim reports and repairs work.

Not translated text

Guideline 3.2: Predictable

Make Web pages appear and operate in predictable ways.

A

Success Criterion 3.2.1: On Focus

When any component receives focus, it does not initiate a change of context.

Result

✓ Met: The audited sample complies with this success criterion.

A

Success Criterion 3.2.2: On Input

Changing the setting of any user interface component does not automatically cause a change of context.

Result

✓ Met: The audited sample complies with this success criterion.

AA

Success Criterion 3.2.3: Consistent Navigation

Navigational mechanisms that are repeated are presented in the same relative order each time they are repeated.

Result

✓ Met: The audited sample complies with this success criterion.

AA

Success Criterion 3.2.4: Consistent Identification

Components that have the same functionality within a set of Web pages are identified consistently.

Result

✓ Met: The audited sample complies with this success criterion.

A**Success Criterion 3.2.6: Consistent help**

If help is available on the website it will always be in the same place.

Result

 Met: The audited sample complies with this success criterion.

Guideline 3.3: Input Assistance

Help users avoid and correct mistakes.

A

Success Criterion 3.3.1: Error Identification

If an input error is detected, it is identified, and the error is described to the user in text.

Result

✓ Met: The audited sample complies with this success criterion.

A

Success Criterion 3.3.2: Labels or Instructions

Labels or instructions are provided when content requires user input.

Result

✗ Not met: The audited set of pages does not meet this success criterion.

Findings

Form fields should have clear labels or instructions so that visitors know what information to enter. This helps prevent errors and makes it easier to fill out forms correctly. Labels should always remain visible. This helps to check what has been entered. Therefore, a **placeholder** that disappears when typing is not sufficient. Good (text) labels and instructions are especially important for people with a visual impairment or cognitive disability.

Finding ACH-6.F42

Content

Medium

On the page <https://www.inshared.es/seguro-coche/calcular-seguro-coche>, there's a multi-step form. Many input fields contain instructions as placeholder text. These placeholder texts often provide important information about how to complete a field.

This information should be placed outside the field so it's available even after the user has started typing.

Images

Instruction as placeholder text

Finding ACH-6.F41

Content

Medium

On the page <https://www.inshared.es/contacto>, there's an input field next to the chatbot. The label for this field is in placeholder text. This text disappears while typing, which can be annoying for some users.

This label should be placed outside the field so it's always visible.

Images

Label as placeholder text

AA

Success Criterion 3.3.3: Error Suggestion

If an input error is detected and suggestions for correction are known, then the suggestions are provided to the user.

Result

Met: The audited sample complies with this success criterion.

AA**Success Criterion 3.3.4: Error Prevention (Legal, Financial, Data)**

For Web pages that require user input, elements need to be reviewed.

Result

- ✓ Not present: None of the techniques for this success criterion are applicable.

A**Success Criterion 3.3.7: Redundant Entry**

Avoid having to enter information multiple times in the same process.

Result

- ✓ Met: The audited sample complies with this success criterion.

AA**Success Criterion 3.3.8: Accessible authentication (minimum)**

Do not use a cognitive function test to log in to a web page.

Result

- ✓ Not present: None of the techniques for this success criterion are applicable.

Principle 4: Robust

Content must be robust enough that it can be interpreted by a wide variety of user agents, including assistive technologies.

Guideline 4.1: Compatible

Maximize compatibility with current and future user agents, including assistive technologies.

A

Success Criterion 4.1.2: Name, Role, Value

For all user interface components, the name and role can be programmatically determined.

Result

 Not met: The audited set of pages does not meet this success criterion.

Findings

Interactive components, such as form fields, buttons, and links, must be coded so that assistive technology can correctly identify their name, role, status, and any value. This ensures users relying on assistive technology understand how to use the components and what functionalities are available. When the code is incorrect, assistive technology cannot function as intended, leading to confusion. This is particularly important for users with visual or motor disabilities.

Finding ACH-6.F52

 Technical Medium

On page <https://www.inshared.es/seguro-coche/calcular-seguro-coche>, the focus for the button "Seguir" is not visible once. It is located on an element with `<wuc-link>` with `tabindex="0"`. This element is not visible and has no role or name that can be determined by software.

AA

Success Criterion 4.1.3: Status Messages

Status messages can be programmatically determined through role or properties.

Result

 Met: The audited sample complies with this success criterion.

Sample

This audit was conducted based on a sample. The method by which the sample was determined is prescribed in the evaluation document [WCAG-EM](#).

- <https://www.inshared.es/>
- <https://www.inshared.es/siniestros>
- <https://www.inshared.es/contacto>
- <https://www.inshared.es/seguro-coche>
- <https://www.inshared.es/nuestras-ventajas>
- <https://www.inshared.es/seguro-coche/asistencia-carretera>
- <https://www.inshared.es/balance-anual>
- <https://www.inshared.es/consejos-practicos/eliminar-malos-olores-coche>
- <https://www.inshared.es/seguro-coche/coche-sustitucion>
- <https://www.inshared.es/seguro-coche/calcular-seguro-coche>
- <https://www.inshared.es/seguro-coche/calcular-seguro-coche/primeros-datos-personales>
- <https://www.inshared.es/nuestras-ventajas/todos-los-tramites-online/pagar-seguro>
- <https://www.inshared.es/seguros/cancelacion>
- <https://www.inshared.es/documentos/download/condiciones-del-seguro-de-coche-de-inshared.pdf>
- <https://www.inshared.es/documentos/download/nota-informativa-previa.pdf>
- <https://www.inshared.es/documentos/download/informacion-sobre-el-producto-de-seguro-ipid.pdf>
- <https://www.inshared.es/seguro-coche/todo-riesgo>
- <https://www.inshared.es/seguro-coche/seguro-de-coche-barato>
- <https://www.inshared.es/seguro-coche/como-contratar-online>
- <https://www.inshared.es/hazte-cliente>
- <https://www.inshared.es/consejos-practicos>
- https://www.inshared.es/contacto/tiempos_de_respuesta

Additional Audit Details

Used Techniques

When conducting this audit, it was assumed that all techniques of the W3C are supported and may therefore be used. See: www.w3.org/WAI/WCAG22/Techniques

User Agents and Other Software

The following user agents were used during this audit:

- Google Chrome, versie 145 (primair)
- Mozilla FireFox, versie 148
- NVDA in combinatie met Google Chrome
- Adobe Acrobat
- PDF Accessibility Checker (PAC)

Dependent Technologies

- HTML
- CSS
- WAI-ARIA
- JavaScript
- DOM
- SVG
- PDF

About Cardan

This audit was conducted by Cardan.

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Dit onderzoek is uitgevoerd door Cardan. Als expert op het gebied van digitale toegankelijkheid helpen wij jou bij het toegankelijk maken van websites, apps en andere online dienstverlening.



This audit on digital accessibility was conducted by Cardan with [Cardan Auditor](#) – the smart solution for analyzing and improving websites, apps, and other digital channels.