Accessibility at MX

With the mission of empowering the world to be financially strong, MX is focused on providing a robust experience for clients and end users of our products and guided by the WCAG 2.1 A and AA recommendations.

WCAG status

MX's web-based application that hosts our Personal Finance Management and Financial Insights products is made up of smaller parts called widgets all of which align with WCAG 2.0 recommendations when accessed through the most recent versions of Chrome, Edge, Firefox, and Safari browsers. All enhancements and new features are designed to WCAG 2.1 A & AA guidelines.

MX no longer supports IE11 as Microsoft has stopped supporting their browser on August 17th, 2021.

While the WCAG guidelines are focused on web accessibility rather than native applications, Mobile Banking has been upgraded to comply with our interpretation of the WCAG 2.0 A and AA guidelines when used on iOS and Android devices. Mobile Banking's continual enhancements prioritize WCAG 2.1 alignment based on feedback received through user testing.

MX leverages LevelAccess solutions for education, evaluation and testing.

Current work

MX has adopted a phased approach to development, guided by WCAG's four key foundations: perceivability, operability, understandability, and robustness through which legacy systems are progressively improved as we endeavor to meet the needs of end users. New features are designed for accessibility improvements from conception through completion.

Future work

Evaluation and accreditation

Our goal is to improve both our knowledge and users' experiences by working with experts in the field. We will accomplish this through internal education and external engagement with a11y community. We are also evaluating automation software that can improve the speed of solutions development and verification for all users.

Several MX clients have provided 3rd party evaluations of our services. We will continue to respond to these reports as a means to improve our solutions. We continue to assess the merit of formal accreditation through a third party in the future.

User testing

Given the unique nature of some features, we recognize the value and insight that user testing provides. In our pursuit of achieving the best overall digital experience, we are looking into the option to incorporate user testing in development, and are continuing to refine and expand our testing efforts.

Background on guidelines

The Americans with Disabilities Act (ADA) does not include any language specific to websites or web-development. However, Title II of the ADA mandates that all "places of public accommodation" (all businesses open to the public) are required to remove "access barriers" that would hinder a disabled person's access to that business's goods or services.

The World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG 2.1 AA) is seen as the world standard for defining what an "accessible" website is. While these are only guidelines, they have been adopted as the standard by court precedence, and any future regulation will likely point to this standard.

In June 2018, W3C adopted the WCAG 2.1 guidelines (which are backward compatible with WCAG 2.0 recommendations) with the additional goal of improving accessibility for users with disabilities on mobile devices.

Additional information

W3c: https://www.w3.org/ Intro to WCAG: https://www.w3.org/WAI/intro/wcag
WCAG 2.1 Guidelines: https://www.w3.org/TR/WCAG21/ Checklist we follow for
A & AA standards: https://www.wuhcag.com/wcag-checklist/