

Accessibility of the AtostekID card reader software

This accessibility statement explains how well the AtostekID card reader software and its installation and user instructions comply with the Act on the Provision of Digital Services, what shortcomings there are in the accessibility of the online service and how you can give us feedback on accessibility problems.

Atostek Oy is responsible for this online service. We want as many users as possible to be able to access our digital services. We take accessibility into account in the development of digital services.

How accessible is the online service?

This online service partly meets the A and AA level accessibility criteria required by law (WCAG criteria 2.1). The online service has some shortcomings in accessibility, which are described in more detail below.

Did you notice any gaps in accessibility?

We are constantly striving to improve the accessibility of the online service. If you observe any issues that are not described on this page, please let us know and we will do our best to fix any shortcomings. We will respond to requests and comments as soon as possible, but no later than within two weeks.

You can contact us by sending an email to atostek-id@atostek.com.

Accessibility monitoring

The Regional State Administrative Agency for Southern Finland monitors the implementation of accessibility requirements. If you are not satisfied with the response you have received or you do not receive a response at all within two weeks, you can give feedback to the Regional State Administrative Agency for Southern Finland. The website of the Regional State Administrative Agency for Southern Finland provides detailed information on how to file a complaint and how the matter will be processed.

Regional State Administrative Agency for Southern Finland

Accessibility Monitoring Unit

[Accessibility Requirements website](#) (in Finnish and Swedish)

[saavutettavuus\(at\)avi.fi](mailto:saavutettavuus(at)avi.fi)

Telephone (switchboard) +358 295 016 000

More detailed information on technical accessibility

The card reader software and PDF instructions are not yet fully accessible. Below are the contents or functions that are not yet accessible:

Card Reader Software

- The software contains input fields and combo boxes that lack properly associated labels. For this reason, screen readers are unable to read the field names. (WCAG 1.3.1)
- There is a text field where keyboard users can become stuck on Windows devices. This can be exited only by closing the window with the Esc key. (WCAG 2.1.2)
- Some individual text contents in the software are not readable by all screen readers. (WCAG 1.3.1)
- The signature function has a time limit. Users cannot extend the time, and no warning is provided before time runs out. (WCAG 2.2.1)
- The software text cannot be resized to 200% on all systems. (WCAG 1.4.4)

Installation and User Guides

The installation and user guides are not yet fully accessible:

- The table of contents links are missing alternative text. (WCAG 1.1.1)
- There are empty line breaks. (WCAG 1.3.1)

An effort will be made to correct the shortcomings listed in this statement 17 February 2025.

How have we tested accessibility?

The observations in this accessibility statement are based on a third-party assessment of whether the online service meets legal requirements.

The online service was published in November 2024.

This statement was prepared on 25 September 2024.

The statement was last updated on 11 November 2024.

[Act on the Provision of Digital Services \(306/2019\)](#) (in Finnish and Swedish)

[Accessibility Requirements website](#) (in Finnish and Swedish)