

ACCESSIBILITY INFORMATION OF THE EESTI APP

Notification created: 20 November 2024

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This notification applies to both the iOS and Android versions of the Eesti app mobile application.

Eesti app is owned by the Information System Authority (RIA). We aim to ensure that the Eesti app and its versions comply with the accessibility requirements set forth in section 32 of the Public Information Act.

We have developed the app to meet the European standard for digital accessibility (EN 301 549, V 3.2.1). This should ensure that the app works with most standard accessibility solutions, such as screen readers, screen magnification, voice control, keyboard control, etc.

At the end of the notification, you will find contact details for assistance when using the accessibility features of the mobile app or for reporting any accessibility issues.

Compliance status

This mobile app is partially compliant with accessibility requirements. Partial non-compliance occurs for the reasons listed below.

According to the forecast of the Information System Authority, accessibility problems in the application will be solved by 2026.

Non-accessible content and features

The content and functions listed below are not in compliance with the legal provisions

The deficiency is causing a non-compliance with accessibility requirements 11.1.3.5, 11.2.1.1, 11.4.1.2, 11.5.2.5, 11.5.2.11, 11.5.2.13, 11.5.2.14, 11.5.2.17, 11.6, 11.1.3.5.1, 11.1.4.4.1, 11.4.1.3.1, and 11.5.2.8 of EN 301 549.

1. In several views of the application, interactive elements are missing roles or statuses. For example, the search field is missing a role. As a result, it is difficult for the user to enter text in the search field or sometimes impossible for assistive technologies to move the cursor.

The deficiency is causing a non-compliance with accessibility requirements 11.1.3.2, 11.5.2.5, 11.1.3.2.1, and 11.5.2.8 of EN 301 549.

2. Some items in the app are grouped or ordered inappropriately for the screen reader. For example, for proactive government services, short responses are presented to the screen reader with the text 'content', the last modified date, and the text of the response as a single element. The subject table in diplomas is not presented as a table in the screen reader. In the PIN field, the numbers are focused twice or it is possible to focus individual parts in the names of certain elements. This often results in the application being too chatty when using the screen reader, presenting a large amount of information at once, or conversely, requiring the screen reader user to navigate between several items to get information.

The menu content is not read aloud to the screen reader first, so that the user can focus on the main information on the page first and find the navigation options after the primary content, if necessary.

3. When entering a PIN, the screen reader user cannot check how many digits have already been entered.

The deficiency is causing a non-compliance with accessibility requirement 11.1.3.4 of EN 301 549.

4. It is not possible to enter the PIN on a device in landscape format.

The deficiency is causing a non-compliance with accessibility requirements 11.1.4.3 and 11.7 of EN 301 549.

5. There are several problems with the contrast of texts in the app. For example, the contrast of the text on a non-active tab or the contrast of the text of graduation certificates compared to the background is too low.

The deficiency is causing a non-compliance with accessibility requirement 11.1.4.4 of EN 301 549.

6. If the text has been enlarged to maximum size, the texts will not fit in the following services/locations:
 - Button texts on tab buttons
 - Button text on the 'Unread' mailbox tab
 - In the ID card view, your surname, personal identification code, and document number
 - Workload column of graduation certificates
 - Text on the button to open the calendar
 - Names of institutions displayed in the mailbox filter view
 - Closed questions for proactive government services

- Text of the ‘Show queries’ button of the data tracker service
- Names of basic or upper secondary school graduation certificates
- Status information in the data consent service filter

The deficiency is causing a non-compliance with accessibility requirements 11.1.4.11 and 11.2.4.7 of EN 301 549.

7. In the Android version of the app, the keyboard focus is very poorly visible everywhere. The contrast of the outlines with the background is too low in the Back circle and closing cross for dialogue windows

The deficiency is causing a non-compliance with accessibility requirements 11.2.1.1 and 11.2.1.2 of EN 301 549.

8. In the iOS version of the app, it is not possible to focus on any element using the keyboard.
9. In the Android version of the app, it is not possible to focus on several elements using the keyboard.
 - In the user menu, you can only focus with the keyboard on the ‘Log out’ button. Other options cannot be focused using the keyboard.
 - It is not possible to focus items using the keyboard in the settings options.

The deficiency is causing a non-compliance with accessibility requirement 11.2.2.1 of EN 301 549.

10. The iOS version of the app does not allow keyboard navigation.
11. It is not possible to postpone, configure, or disable the automatic locking of an application.

The deficiency is causing a non-compliance with accessibility requirements 11.4.1.2, 11.5.2.5, 11.4.1.2.1, 11.1.3.1.1, 11.5.2.8, and 11.1.3.1.1 of EN 301 549.

12. Several interactive elements lack a role, value, or status available to assistive technologies. The screen reader may not let you know if the option is active. Voice control may not allow you to press all the elements. In addition, certain elements have been given the wrong name and role.

The deficiency is causing a non-compliance with accessibility requirements 11.4.1.2, 11.5.2.5, 11.5.2.11, and 11.5.2.8 of EN 301 549.

13. In some cases, the screen reader reads out the wrong information. For example, in the case of the ID card field, the screen reader reads out the ID card document number.

The deficiency is causing a non-compliance with accessibility requirements 11.5.2.12 and 11.5.2.16 of EN 301 549.

14. The user of the screen reader cannot copy the document number or the personal identification code. The contact details for contacting and the national post office cannot be brought into focus by a user of the screen reader. Voice commands cannot be used to launch 'My initiated queries' and filters in the data tracker, or threat notification settings.

The deficiency is causing a non-compliance with accessibility requirement 11.5.2.12 of EN 301 549.

15. Certain buttons or switches cannot be activated with the screen reader, for example, 'My initiated queries' and filter options in the data tracker, or threat notification settings.

The deficiency is causing a non-compliance with accessibility requirement 11.2.2.2 of EN 301 549.

16. The option to pause moving content has not been implemented, as the slow zoom animation used on the introduction page is visually calm.

The deficiency is causing a non-compliance with accessibility requirement 11.3.3.3 of EN 301 549.

17. The contact form in the application does not contain any specific details about the e-mail entry error message.

The deficiency is causing a non-compliance with accessibility requirement 11.2.4.3 of EN 301 549.

18. The order of the fields in the contact form in the application is not logical for screen readers.

The deficiency is causing a non-compliance with accessibility requirement 11.1.1.1 of EN 301 549.

19. The application does not have informative images with content that can be read aloud by a screen reader, for example on the home page.

The deficiency is causing a non-compliance with accessibility requirement 11.2.4.4 of EN 301 549.

20. The names of links and buttons do not describe the action.

The deficiency is causing a non-compliance with accessibility requirement 11.2.5.3.1 of EN 301 549.

21. In the application, the labels of some links, buttons, and fields are different for screen readers than the content visible on the screen.

User guide

The app can be used on the iOS operating system with accessibility solutions included in the operating system, such as:

- VoiceOver screen reader
- Screen magnification
- Text enlargement
- Colour adjustments
- Voice control

Accessibility solutions can be found in the phone settings, under Accessibility.

The app can be used on the Android operating system with accessibility solutions included in the operating system, such as:

- Talkback screen reader
- Screen magnification
- Text enlargement
- Colour adjustments
- Voice control

Accessibility solutions can be found in the phone settings, under Accessibility.

Information on how to use Apple's accessibility solutions:

<https://www.apple.com/accessibility/>

Information on how to use Android accessibility solutions:

<https://support.google.com/accessibility/android/answer/6006564?hl=en>

Feedback

We are constantly striving to improve the accessibility of this app. If you wish to give feedback on accessibility or if something you need is not accessible, please get in touch via the contact details below.

Email: help@ria.ee

Telephone: +372 666 8888

We will usually reply within five working days.

Supervisory authority

The accessibility of websites and applications for public services is supervised by the Consumer Protection and Technical Regulatory Authority.

Website: www.ttja.ee

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Creation of the notification

This accessibility notification has been prepared on the basis of an assessment carried out by the external partner Ligipääsuke OÜ (29/10/2024) and supplemented based on the results found during the monitoring of digital accessibility in the public sector by the Consumer Protection and Technical Regulatory Authority (05/11/2025).

This notification was created on 17/06/2025 and supplemented on 04/12/2025.