

# **EBSCO Information Services**

## **Accessibility Conformance Report**

### **International Edition**

(Based on VPAT® Version 2.4)

**Name of Product/Version:** EDS/EBSCOhost Research Interface (Classic version pre-2020)

**Report Date:** October 2021

**Product Description:** EBSCOhost is an intuitive online research platform used by thousands of institutions and millions of users worldwide. With quality databases and search features, EBSCOhost helps researchers of all kinds find the information they need expeditiously.

**Contact Information:** Rob Smith (accessibility@ebSCO.com)

**Notes:**

**Evaluation Methods Used:** Manual and automated testing (axe) by EBSCO. Screen readers: JAWS, NVDA, VoiceOver (Mac OS & iOS), TalkBack (Android). Usability studies with students. External audits received from Deque Systems (2020), Interactive Accessibility (2018) and Library Accessibility Alliance (2020).

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

| Standard/Guideline                                                                                                                                | Included In Report                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| <a href="#">Web Content Accessibility Guidelines 2.0</a>                                                                                          | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Web Content Accessibility Guidelines 2.1</a>                                                                                          | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>                                           | (Yes)                                             |
| <a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe</a> , - V3.1.1 (2019-11) | (Yes)                                             |

## Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.

- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Notes:

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Conformance Level                                                 | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:<br/>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.1.1 (Web)</li> <li>10.1.1.1 (Non-web document)</li> <li>11.1.1.1.1 (Open Functionality Software)</li> <li>11.1.1.1.2 (Closed Functionality Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Partially Supports</p> <p>Content: Partially Supports</p> | <p>Some images and figures do not have a text alternative. Partial fix for images with publisher-supplied alt text planned for November 2021 (Delayed to April 2022)</p> <p>Some documents contain images and figures that do not have captions. As an aggregator we do not have permissions to edit documents so we can only include what is provided.</p> |
| <p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:<br/>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.1 (Web)</li> <li>10.1.2.1 (Non-web document)</li> <li>11.1.2.1.1 (Open Functionality Software)</li> <li>11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>                                                                                                                                                                   | <p>Web: Supports</p> <p>Content: Supports</p>                     |                                                                                                                                                                                                                                                                                                                                                             |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Conformance Level                                | Remarks and Explanations                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                                                                                                                                                          |                                                  |                                                                                                                                                            |
| <u>1.2.2 Captions (Prerecorded)</u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.2 (Web)</li> <li>10.1.2.2 (Non-web document)</li> <li>11.1.2.2 (Open Functionality Software)</li> <li>11.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports<br>Content: Supports               |                                                                                                                                                            |
| <u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.3 (Web)</li> <li>10.1.2.3 (Non-web document)</li> <li>11.1.2.3.1 (Open Functionality Software)</li> <li>11.1.2.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508                                                                                                   | Web: Supports<br><br>Content: Partially supports | Transcripts are provided for all video media in product, as provided by publisher. However, few transcripts contain description beyond the spoken content. |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Conformance Level                                                 | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.1 (Web)</li> <li>10.1.3.1 (Non-web document)</li> <li>11.1.3.1.1 (Open Functionality Software)</li> <li>11.1.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Partially Supports</p> <p>Content: Partially Supports</p> | <p>Web:</p> <p>Most data cells are appropriately labeled, however, some data cells are not associated with column and row headers, e.g., search history section. Fix planned for November 2021 (Delayed to April 2022)</p> <p>Preference settings use mixed semantics for certain controls<br/>Fix planned for November 2021 (Delayed to April 2022)</p> <p>Content:</p> <p>PDF documents may not contain semantic tags. As an aggregator we do not have permissions to edit documents so we can only include what is provided.</p> |
| <p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.2 (Web)</li> <li>10.1.3.2 (Non-web document)</li> <li>11.1.3.2.1 (Open Functionality Software)</li> <li>11.1.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>                                  | <p>Web: Partially Supports</p> <p>Content: Supports</p>           | <p>The online PDF viewer for journals is not available to screen reader users. A current work around is to download the PDF document. Currently deferred with no timeline to fix until new EBSCOhost platform is released (contact account manager for more information – rollout in late 2021-2022).</p>                                                                                                                                                                                                                           |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Conformance Level                                | Remarks and Explanations                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-----------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                  |                                                                             |
| <b><u>1.3.3 Sensory Characteristics</u></b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> <li>10.1.3.3 (Non-web document)</li> <li>11.1.3.3 (Open Functionality Software)</li> <li>11.1.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports<br><br>Content: Supports           |                                                                             |
| <b><u>1.4.1 Use of Color</u></b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.1 (Web)</li> <li>10.1.4.1 (Non-web document)</li> <li>11.1.4.1 (Open Functionality Software)</li> <li>11.1.4.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>            | Web: Supports<br><br>Content: Partially Supports | Content may use color alone to convey information, e.g., charts in content. |
| <b><u>1.4.2 Audio Control</u></b> (Level A)<br>Also applies to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Web: Supports                                    | Audio does not play automatically on any pages.                             |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Conformance Level                                | Remarks and Explanations                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> <li>10.1.4.2 (Non-web document)</li> <li>11.1.4.2 (Open Functionality Software)</li> <li>11.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                     | Content: Supports                                |                                                                                                                     |
| <a href="#">2.1.1 Keyboard</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.1.1 (Web)</li> <li>10.2.1.1 (Non-web document)</li> <li>11.2.1.1.1 (Open Functionality Software)</li> <li>11.2.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Partially Supports<br><br>Content: Supports | Tooltips in Choose Databases not accessible with the keyboard<br>Expected fix November 2021 (Delayed to April 2022) |
| <a href="#">2.1.2 No Keyboard Trap</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.1.2 (Web)</li> <li>10.2.1.2 (Non-web document)</li> </ul>                                                                                                                                                                                                                                                                                                                                        | Web: Supports<br><br>Content: Supports           |                                                                                                                     |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                     | Conformance Level                                | Remarks and Explanations                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>11.2.1.2 (Open Functionality Software)</li> <li>11.2.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                          |                                                  |                                                                                                                                                                                                                                                                                                                                                       |
| <a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.1.4 (Web)</li> <li>10.2.1.4 (Non-web document)</li> <li>11.2.1.4.1 (Open Functionality Software)</li> <li>11.2.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply | Web: Supports<br><br>Content: Supports           |                                                                                                                                                                                                                                                                                                                                                       |
| <a href="#">2.2.1 Timing Adjustable</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.2.1 (Web)</li> <li>10.2.2.1 (Non-web document)</li> <li>11.2.2.1 (Open Functionality Software)</li> <li>11.2.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508                                     | Web: Partially Supports<br><br>Content: Supports | The session sometimes times out without a prompt and without providing a way for users to extend the session.<br><br>Currently deferred with no timeline to fix until new EBSCOhost platform is released (contact account manager for more information – rollout in late 2021-2022. Workarounds available in EBSCO Admin – account-specific settings. |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Conformance Level                             | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.2.2 (Web)</li> <li>10.2.2.2 (Non-web document)</li> <li>11.2.2.2 (Open Functionality Software)</li> <li>11.2.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                | <p>Web: Supports</p> <p>Content: Supports</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.3.1 (Web)</li> <li>10.2.3.1 (Non-web document)</li> <li>11.2.3.1 (Open Functionality Software)</li> <li>11.2.3.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Content: Supports</p> | <p>There is no flashing content in the interface, and no auto-flashing content.</p> <p>Important note:<br/>Video content may contain flashes such as fireworks, emergency vehicle lights, lasers or explosions. Some videos were found to exceed the non-red luminescence threshold and have been removed from the collection. No red luminescence flashing videos have been identified. Videos do not auto play and require user action to start playback.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level                                                 | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | <p>Web: Partially Supports</p> <p>Content: Partially Supports</p> | <p>Skip links are provided. However, skip links may not work consistently on mobile devices.</p> <p>Headings and landmarks are available for skipping content. Some page headings are rendered using graphical images and/or formatting elements instead of header elements (h1...h6). Planned fixes by November 2021 (Delayed to April 2022)</p> <p>PDF documents do not contain headings.</p> |
| <p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>                                                                                                                                                                                                                                    | <p>Web: Supports</p> <p>Content: Partially Supports</p>           | <p>Not all PDF documents contain titles. Planned resolution for 2022. The title is identified on each web page where a PDF can be downloaded.</p>                                                                                                                                                                                                                                               |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Conformance Level                             | Remarks and Explanations |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|--------------------------|
| <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                               |                                               |                          |
| <p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>               | <p>Web: Supports</p> <p>Content: Supports</p> |                          |
| <p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.4 (Web)</li> <li>10.2.4.4 (Non-web document)</li> <li>11.2.4.4 (Open Functionality Software)</li> <li>11.2.4.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Content: Supports</p> |                          |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Conformance Level                             | Remarks and Explanations |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|--------------------------|
| <p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>     | <p>Web: Supports</p> <p>Content: Supports</p> |                          |
| <p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p>Web: Supports</p> <p>Content: Supports</p> |                          |
| <p><b><u>2.5.3 Label in Name</u></b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3.1 (Open Functionality Software)</li> <li>• 11.2.5.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>                                                                                 | <p>Web: Supports</p> <p>Content: Supports</p> |                          |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Conformance Level                                | Remarks and Explanations                                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                  |                                                                                                                                                                                                                             |
| <b>2.5.4 Motion Actuation</b> (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.4 (Web)</li> <li>10.2.5.4 (Non-web document)</li> <li>11.2.5.4 (Open Functionality Software)</li> <li>11.2.5.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                               | Web: Supports<br><br>Content: Supports           |                                                                                                                                                                                                                             |
| <b>3.1.1 Language of Page</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.1.1 (Web)</li> <li>10.3.1.1 (Non-web document)</li> <li>11.3.1.1.1 (Open Functionality Software)</li> <li>11.3.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports<br><br>Content: Partially Supports | All pages on platform identify the language.<br><br>However, some documents as provided by publisher do not contain language of page indicator for screen reader. Partial fixes planned for Q4 2021 (Delayed to April 2022) |
| <b>3.2.1 On Focus</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                             | Web: Supports<br><br>Content: Supports           |                                                                                                                                                                                                                             |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Conformance Level                      | Remarks and Explanations |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------|
| <ul style="list-style-type: none"> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                            |                                        |                          |
| <a href="#">3.2.2 On Input</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports<br><br>Content: Supports |                          |
| <a href="#">3.3.1 Error Identification</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.1 (Web)</li> <li>10.3.3.1 (Non-web document)</li> <li>11.3.3.1.1 (Open Functionality Software)</li> <li>11.3.3.1.2 (Closed Software)</li> </ul>                                                                                                                                                                                                                                        | Web: Supports<br><br>Content: Supports |                          |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Conformance Level                                          | Remarks and Explanations                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                                                                                          |                                                            |                                                                                                     |
| <b>3.3.2 Labels or Instructions</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non-web document)</li> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports<br><br>Content: Supports                     |                                                                                                     |
| <b>4.1.1 Parsing</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.1 (Web)</li> <li>10.4.1.1 (Non-web document)</li> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>                                                                                                                                                                                  | Web: Partially Supports<br><br>Content: Partially Supports | There are some elements with duplicate IDs. Fixes planned for November 2021 (Delayed to April 2022) |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Conformance Level                                | Remarks and Explanations                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                                                                                                                                                                                 |                                                  |                                                                                                                                                                                            |
| <a href="#">4.1.2 Name, Role, Value</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) – Not required</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Partially Supports<br><br>Content: Supports | Some buttons are incorrectly defined and do not specify button name: landing pages, authorities pages (subjects, publications etc)<br>Expected fixes November 2021 (Delayed to April 2022) |

**Table 2: Success Criteria, Level AA**

Notes:

| Criteria                                                                                    | Conformance Level | Remarks and Explanations  |
|---------------------------------------------------------------------------------------------|-------------------|---------------------------|
| <a href="#">1.2.4 Captions (Live)</a> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria | Not Applicable    | There is no live content. |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Conformance Level                                      | Remarks and Explanations                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                    |                                                        |                                                                                                             |
| <u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.5 (Web)</li> <li>10.1.2.5 (Non-web document)</li> <li>11.1.2.5 (Open Functionality Software)</li> <li>11.1.2.5 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Does not support<br><br>Content: Does not support | There are no audio descriptions. Audio descriptions may be created upon request for specific content items. |
| <u>1.3.4 Orientation</u> (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.4 (Web)</li> <li>10.1.3.4 (Non-web document)</li> <li>11.1.3.4 (Open Functionality Software)</li> <li>11.1.3.4 (Closed Software)</li> </ul>                                                                                                                                                                                                                                                                   | Web: Supports<br><br>Content: Supports                 | A specific orientation is not required to use the interface.                                                |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Conformance Level                      | Remarks and Explanations            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------------------------------|
| <ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                                                                                                                                                                                                                                                                                   |                                        |                                     |
| <a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.5 (Web)</li> <li>10.1.3.5 (Non-web document)</li> <li>11.1.3.5.1 (Open Functionality Software)</li> <li>11.1.3.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                   | Web: Supports<br><br>Content: Supports |                                     |
| <a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.3 (Web)</li> <li>10.1.4.3 (Non-web document)</li> <li>11.1.4.3 (Open Functionality Software)</li> <li>11.1.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports<br><br>Content: Supports | No known contrast issues in content |
| <a href="#">1.4.4 Resize text</a> (Level AA)<br>Also applies to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Web: Supports                          |                                     |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Conformance Level                                | Remarks and Explanations                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.4 (Web)</li> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                         | Content: Supports                                |                                                                                                                                                                          |
| <a href="#">1.4.5 Images of Text</a> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.5 (Web)</li> <li>10.1.4.5 (Non-web document)</li> <li>11.1.4.5.1 (Open Functionality Software)</li> <li>11.1.4.5.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports<br><br>Content: Partially Supports | Publisher content: Some PDF documents have images of text that is not readable by a screen reader. We cannot alter publisher content but only leverage what is provided. |
| <a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Web: Supports                                    | PDF content does not reflow                                                                                                                                              |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                               | Conformance Level                      | Remarks and Explanations |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------|
| <ul style="list-style-type: none"> <li>9.1.4.10 (Web)</li> <li>10.1.4.10 (Non-web document)</li> <li>11.1.4.10 (Open Functionality Software)</li> <li>11.1.4.10 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                       | Content: Partially Supports            |                          |
| <b><u>1.4.11 Non-text Contrast</u></b> (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply | Web: Supports<br><br>Content: Supports |                          |
| <b><u>1.4.12 Text Spacing</u></b> (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.12 (Web)</li> <li>10.1.4.12 (Non-web document)</li> <li>11.1.4.12 (Open Functionality Software)</li> <li>11.1.4.12 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>                                           | Web: Supports<br><br>Content: Supports |                          |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level                                       | Remarks and Explanations                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Revised Section 508 – Does not apply                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                         |                                                                                                                            |
| <p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.13 (Web)</li> <li>10.1.4.13 (Non-web document)</li> <li>11.1.4.13 (Open Functionality Software)</li> <li>11.1.4.13 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                    | <p>Web: Partially Supports</p> <p>Content: Supports</p> | <p>Missing keyboard support for tooltips in Choose Databases area. Expected fix November 2021. (Delayed to April 2022)</p> |
| <p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.5 (Web)</li> <li>10.2.4.5 (Non-web document) – Does not apply</li> <li>11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>11.2.4.5 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> </ul> | <p>Web: Supports</p> <p>Content: Supports</p>           |                                                                                                                            |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Conformance Level                                          | Remarks and Explanations                                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                            |                                                                                                                          |
| <b>2.4.6 Headings and Labels</b> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.6 (Web)</li> <li>10.2.4.6 (Non-web document)</li> <li>11.2.4.6 (Open Functionality Software)</li> <li>11.2.4.6 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Partially Supports<br><br>Content: Partially Supports | Some headings are images or indicated without heading semantics. Expected fixes by November 2021 (Delayed to April 2022) |
| <b>2.4.7 Focus Visible</b> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.7 (Web)</li> <li>10.2.4.7 (Non-web document)</li> <li>11.2.4.7 (Open Functionality Software)</li> <li>11.2.4.7 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>       | Web: Supports<br><br>Content: Supports                     |                                                                                                                          |
| <b>3.1.2 Language of Parts</b> (Level AA)<br>Also applies to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Web: Partially Supports                                    |                                                                                                                          |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Conformance Level                             | Remarks and Explanations                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                                                                                                    | <p>Content: Partially Supports</p>            | <p>Language menu has a known issue. Planned fix November 2021 (Delayed to April 2022)</p> <p>PDFs do not contain tags of languages of parts.</p> |
| <p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul> | <p>Web: Supports</p> <p>Content: Supports</p> |                                                                                                                                                  |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Conformance Level                             | Remarks and Explanations |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|--------------------------|
| <ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                               |                          |
| <p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.4 (Web)</li> <li>10.3.2.4 (Non-web document) – Does not apply</li> <li>11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>11.3.2.4 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | <p>Web: Supports</p> <p>Content: Supports</p> |                          |
| <p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> <li>10.3.3.3 (Non-web document)</li> <li>11.3.3.3 (Open Functionality Software)</li> <li>11.3.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>                                                                                                                                                                                                                                                                       | <p>Web: Supports</p> <p>Content: Supports</p> |                          |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Conformance Level                             | Remarks and Explanations                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                               |                                                                                   |
| <p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b><br/>(Level AA)</p> <p>Also applies to:<br/>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non-web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Content: Supports</p> | <p>Note: Consent to use of personal data for personal accounts is reversible.</p> |
| <p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 only)</p> <p>Also applies to:<br/>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document)</li> <li>11.4.1.3 (Open Functionality Software)</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>                                                                                                                        | <p>Web: Supports</p> <p>Content: Supports</p> |                                                                                   |

# Revised Section 508 Report

Notes:

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

| Criteria                                                       | Conformance Level  | Remarks and Explanations |
|----------------------------------------------------------------|--------------------|--------------------------|
| 302.1 Without Vision                                           | Partially Supports |                          |
| 302.2 With Limited Vision                                      | Partially Supports |                          |
| 302.3 Without Perception of Color                              | Partially Supports |                          |
| 302.4 Without Hearing                                          | Supports           |                          |
| 302.5 With Limited Hearing                                     | Supports           |                          |
| 302.6 Without Speech                                           | Supports           |                          |
| 302.7 With Limited Manipulation                                | Supports           |                          |
| 302.8 With Limited Reach and Strength                          | Supports           |                          |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports           |                          |

## Chapter 6: [Support Documentation and Services](#)

Notes:

| Criteria                                                         | Conformance Level                    | Remarks and Explanations            |
|------------------------------------------------------------------|--------------------------------------|-------------------------------------|
| <b>601.1 Scope</b>                                               | Heading cell – no response required  | Heading cell – no response required |
| <b>602 Support Documentation</b>                                 | Heading cell – no response required  | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features                   | Supports                             |                                     |
| 602.3 Electronic Support Documentation                           | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports                             |                                     |
| <b>603 Support Services</b>                                      | Heading cell – no response required  | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features    | Supports                             |                                     |
| 603.3 Accommodation of Communication Needs                       | Supports                             |                                     |



# EN 301 549 Report

Notes:

## Chapter 4: [Functional Performance Statements \(FPS\)](#)

Notes:

| Criteria                                                  | Conformance Level  | Remarks and Explanations             |
|-----------------------------------------------------------|--------------------|--------------------------------------|
| 4.2.1 Usage without vision                                | Partially Supports | See <a href="#">WCAG 2.x</a> section |
| 4.2.2 Usage with limited vision                           | Partially Supports | See <a href="#">WCAG 2.x</a> section |
| 4.2.3 Usage without perception of colour                  | Partially Supports | See <a href="#">WCAG 2.x</a> section |
| 4.2.4 Usage without hearing                               | Supports           | See <a href="#">WCAG 2.x</a> section |
| 4.2.5 Usage with limited hearing                          | Supports           | See <a href="#">WCAG 2.x</a> section |
| 4.2.6 Usage with no or limited vocal capability           | Supports           |                                      |
| 4.2.7 Usage with limited manipulation or strength         | Partially Supports | See <a href="#">WCAG 2.x</a> section |
| 4.2.8 Usage with limited reach                            | Supports           | See <a href="#">WCAG 2.x</a> section |
| 4.2.9 Minimize photosensitive seizure triggers            | Supports           | See <a href="#">WCAG 2.x</a> section |
| 4.2.10 Usage with limited cognition, language or learning | Partially Supports | See <a href="#">WCAG 2.x</a> section |
| 4.2.11 Privacy                                            | Supports           |                                      |

## Chapter [5: Generic Requirements](#)

Notes:

| Criteria                            | Conformance Level                   | Remarks and Explanations               |
|-------------------------------------|-------------------------------------|----------------------------------------|
| <b>5.1 Closed functionality</b>     | Heading cell – no response required | Heading cell – no response required    |
| <b>5.1.2 General</b>                | Heading cell – no response required | Heading cell – no response required    |
| <b>5.1.2.1 Closed functionality</b> | See 5.2 through 13                  | See information in 5.2 through 13      |
| <b>5.1.2.2 Assistive technology</b> | See 5.1.3 through 5.1.6             | See information in 5.1.3 through 5.1.6 |
| <b>5.1.3 Non-visual access</b>      | Heading cell – no response required | Heading cell – no response required    |

| Criteria                                          | Conformance Level | Remarks and Explanations                                                                                                          |
|---------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| 5.1.3.1 Audio output of visual information        | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.3.2 Auditory output delivery including speech | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.3.3 Auditory output correlation               | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.3.4 Speech output user control                | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.3.5 Speech output automatic interruption      | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.3.6 Speech output for non-text content        | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.3.7 Speech output for video information       | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.3.8 Masked entry                              | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |

| Criteria                                              | Conformance Level | Remarks and Explanations                                                                                                          |
|-------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| 5.1.3.9 Private access to personal data               | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.3.10 Non-interfering audio output                 | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.3.11 Private listening volume                     | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.3.12 Speaker volume                               | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.3.13 Volume reset                                 | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.3.14 Spoken languages                             | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.3.15 Non-visual error identification              | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.3.16 Receipts, tickets, and transactional outputs | Not applicable    | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |

| Criteria                                                        | Conformance Level                   | Remarks and Explanations                                                                                                          |
|-----------------------------------------------------------------|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| 5.1.4 Functionality closed to text enlargement                  | Not applicable                      | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.5 Visual output for auditory information                    | Not applicable                      | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| <b>5.1.6 Operation without keyboard interface</b>               | Heading cell – no response required | Heading cell – no response required                                                                                               |
| <b>5.1.6.1 Closed functionality</b>                             | See 5.1.3.1 through 5.1.3.16        | See information in 5.1.3.1 through 5.1.3.16                                                                                       |
| 5.1.6.2 Input focus                                             | Not applicable                      | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.1.7 Access without speech                                     | Not applicable                      | Product is not “closed” by 5.1.1 definition. All functionality is open to assistive technology, therefore this is not applicable. |
| 5.2 Activation of accessibility features                        | Supports                            | Any accessibility features are not reliant on a single method to operate them, as applicable                                      |
| 5.3 Biometrics                                                  | Not applicable                      | Product does not use biometrics                                                                                                   |
| 5.4 Preservation of accessibility information during conversion | Supports                            | If information is converted, all non-proprietary information is retained                                                          |
| <b>5.5 Operable parts</b>                                       | Heading cell – no response required | Heading cell – no response required                                                                                               |
| 5.5.1 Means of operation                                        | Not applicable                      | Product does not require grasping, pinching, or twisting of the wrist to operate.                                                 |
| 5.5.2 Operable parts discernibility                             | Not applicable                      |                                                                                                                                   |
| <b>5.6 Locking or toggle controls</b>                           | Heading cell – no response required | Heading cell – no response required                                                                                               |

| Criteria                         | Conformance Level | Remarks and Explanations                                                                      |
|----------------------------------|-------------------|-----------------------------------------------------------------------------------------------|
| 5.6.1 Tactile or auditory status | Supports          | Toggle controls can be determined by sound as an alternative, using assistive technology      |
| 5.6.2 Visual status              | Supports          | Toggle controls are always presented visually and programmatically                            |
| 5.7 Key repeat                   | Not applicable    | Key repeat functions are not used                                                             |
| 5.8 Double-strike key acceptance | Not applicable    | Product does not contain a keyboard or keypad as part of the inherent function of the product |
| 5.9 Simultaneous user actions    | Not applicable    | Simultaneous user actions are not required.                                                   |

## Chapter [6: ICT with Two-Way Voice Communication](#)

Notes: Product does not contain two-way voice communication

## Chapter [7: ICT with Video Capabilities](#)

Notes:

| Criteria                                 | Conformance Level                   | Remarks and Explanations                                                                                                               |
|------------------------------------------|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <b>7.1 Caption processing technology</b> | Heading cell – no response required | Heading cell – no response required                                                                                                    |
| 7.1.1 Captioning playback                | Supports                            |                                                                                                                                        |
| 7.1.2 Captioning synchronization         | Supports                            |                                                                                                                                        |
| 7.1.3 Preservation of captioning         | Supports                            |                                                                                                                                        |
| 7.1.4 Captions characteristics           | Supports                            |                                                                                                                                        |
| 7.1.5 Spoken subtitles                   | Supports                            | Subtitles typically track to spoken word. Transcripts are available when provided by publisher, which can also be converted to speech. |
| 7.2.1 Audio description playback         | Does not support                    |                                                                                                                                        |
| 7.2.2 Audio description synchronization  | Does not support                    |                                                                                                                                        |

| Criteria                                             | Conformance Level  | Remarks and Explanations                                               |
|------------------------------------------------------|--------------------|------------------------------------------------------------------------|
| 7.2.3 Preservation of audio description              | Does not support   |                                                                        |
| 7.3 User controls for captions and audio description | Partially Supports | Users may control closed captions, but there are no audio descriptions |

## Chapter [8: Hardware](#)

Notes: Product does not include hardware.

## Chapter [9: Web](#) (see [WCAG 2.x section](#))

Notes:

## Chapter [10: Non-Web Software](#)

Notes: Product is web-based.

## Chapter [11: Software](#)

Notes: Product is web-based.

## Chapter [12: Documentation and Support Services](#)

Notes:

| Criteria                                                       | Conformance Level                    | Remarks and Explanations            |
|----------------------------------------------------------------|--------------------------------------|-------------------------------------|
| <b>12.1 Product documentation</b>                              | Heading cell – no response required  | Heading cell – no response required |
| 12.1.1 Accessibility and compatibility features                | Supports                             |                                     |
| 12.1.2 Accessible documentation                                | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section |
| <b>12.2 Support Services</b>                                   | Heading cell – no response required  | Heading cell – no response required |
| 12.2.2 Information on accessibility and compatibility features | Supports                             |                                     |
| 12.2.3 Effective communication                                 | Supports                             |                                     |
| 12.2.4 Accessible documentation                                | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section |

## Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Product is not a relay or emergency service