

EBSCO Information Services

Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: ReadIt! On EBSCOhost Research Interface (Classic version pre2020)

Report Date: December 2021

Product Description: *Read It!* is designed for middle and high school students and adults who have a basic foundation in English grammar and reading but need adapted reading material for a variety of subjects. It offers resources to help build background knowledge, conduct research and improve study skills.

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
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe , - 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
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) 10.1.1.1 (Non-web document) 11.1.1.1.1 (Open Functionality Software) 11.1.1.1.2 (Closed Functionality Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Content: Supports	The Related Information section in ReadIt! contains images of text without a text alternative. Currently there is not a timeline to resolve this issue.
1.2.1 Audio-only and Video-only (Prerecorded)	Web: Supports	

(Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool)	Content: Supports	
• 12.1.2 (Product Docs)		

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Content: Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Web: Supports Content: Supports	

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Content: Supports	Preference settings use mixed semantics for certain controls Fix planned for November 2021 (Delayed to April 2022)

1.3.2 Meaningful Sequence (Level A)

Also applies to:

EN 301 549 Criteria •

9.1.3.2

(Web)

- 10.1.3.2 (Non-web document)
- 11.1.3.2.1 (Open Functionality Software)
- 11.1.3.2.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)

Web: Partially Supports

Content: Supports

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).

Criteria	Conformance Level	Remarks and Explanations
----------	-------------------	--------------------------

• 602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Content: Supports	

1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Content: Supports	
1.4.2 Audio Control (Level A) Also applies to:	Web: Supports	Audio does not play automatically on any pages.

Criteria	Conformance Level	Remarks and Explanations
----------	-------------------	--------------------------

EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Content: Supports	
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Content: Supports	

2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document)	Web: Supports Content: Supports	
--	--	--

Criteria	Conformance Level	Remarks and Explanations
• 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		

2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Content: Supports	
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: Partially Supports Content: Supports	The session sometimes times out without a prompt and without providing a way for users to extend the session. 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.

• 12.2.4 (Support Docs) Revised Section 508		
---	--	--

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Supports Content: Supports	

602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	
	Content: Supports	There is no flashing content in the interface, and no auto-flashing content.

Criteria	Conformance Level	Remarks and Explanations
	Web: Supports	
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Content: Supports	Skip links are provided. However, skip links may not work consistently on mobile devices.

2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Web: Supports Content: Supports	
---	---	--

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Content: Supports	
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Content: Supports	

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) 10.2.5.1 (Non-web document) 11.2.5.1 (Open Functionality Software) 11.2.5.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Content: Supports	
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Content: Supports	

2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs)	Web: Supports Content: Supports	
---	--	--

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 – Does not apply		
	Web: Supports	
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Content: Supports	

Revised Section 508 – Does not apply		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Content: Supports	All pages on platform identify the language.

3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 9.3.2.1 (Web)	Web: Supports Content: Supports	
---	--	--

Criteria	Conformance Level	Remarks and Explanations
10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		

3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Content: Supports	
	Web: Supports	
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software)	Content: Supports	

Criteria	Conformance Level	Remarks and Explanations
----------	-------------------	--------------------------

• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Supports Content: Supports	

602.3 (Support Docs)		
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs)	Web: Partially Supports Content: Supports	There are some elements with duplicate IDs. Fixes planned for ebscohost November 2021 (Delayed to April 2022)
Criteria	Conformance Level	Remarks and Explanations

• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
	Web: Supports	
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Content: Supports	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria	Not Applicable	There is no live content.

Criteria	Conformance Level	Remarks and Explanations
9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		

1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not applicable Content: Not applicable	
	Web: Supports	A specific orientation is not required to use the interface.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software)	Content: Supports	

Criteria	Conformance Level	Remarks and Explanations
----------	-------------------	--------------------------

• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Content: Supports	
1.4.3 Contrast (Minimum) (Level AA)	Web: Supports	

Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Content: Supports	No known contrast issues in content
1.4.4 Resize text (Level AA) Also applies to:	Web: Supports	

Criteria	Conformance Level	Remarks and Explanations
----------	-------------------	--------------------------

EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Content: Supports	
• 602.3 (Support Docs)		

1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Content: Supports	Images of text are used in the Related Images section. There is currently no timeline to address this issue.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria	Web: Supports	

Criteria	Conformance Level	Remarks and Explanations
----------	-------------------	--------------------------

• 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Content: Supports	
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Content: Supports	
	Web: Supports	

1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Content: Supports	
---	-------------------	--

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs)	Web: Supports Content: Supports	

12.2.4 (Support Docs) Revised Section 508 – Does not apply		
	Web: Supports	

2.4.5 Multiple Ways (Level AA)

Also applies to:

EN 301 549 Criteria •

9.2.4.5

(Web)

- 10.2.4.5 (Non-web document) – Does not apply
- 11.2.4.5 (Open Functionality Software) – Does not apply
- 11.2.4.5 (Closed Software) – Does not apply
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508

- 501 (Web)(Software) – Does not apply to non-web software
- 504.2 (Authoring Tool)

Content: Supports

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (Level AA)	Web: Partially Supports	

Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Content: Partially Supports	Some headings are images or indicated without heading semantics. Expected fixes by November 2021 (Delayed to April 2022)
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Content: Supports	

3.1.2 Language of Parts (Level AA) Also applies to:	Web: Partially Supports	
---	-------------------------	--

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Content: Supports	Language menu has a known issue. Planned fix November 2021 (Delayed to April 2022)
3.2.3 Consistent Navigation (Level AA)	Web: Supports	

Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool)	Content: Supports	
--	-------------------	--

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		
3.2.4 Consistent Identification (Level AA)	Web: Supports	

Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Content: Supports	
--	--------------------------	--

3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Web: Supports Content: Supports	
---	--	--

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data)	Web: Supports	

(Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Content: Supports	Note: Consent to use of personal data for personal accounts is reversible.
	Web: Supports	
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Content: Supports	

Revised Section 508 – Does not apply		
--------------------------------------	--	--

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	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
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	
603 Support Services	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 WCAG 2.x section
4.2.2 Usage with limited vision	Partially Supports	See WCAG 2.x section
4.2.3 Usage without perception of colour	Supports	See WCAG 2.x section
4.2.4 Usage without hearing	Supports	See WCAG 2.x section
4.2.5 Usage with limited hearing	Supports	See WCAG 2.x section
4.2.6 Usage with no or limited vocal capability	Supports	
4.2.7 Usage with limited manipulation or strength	Supports	See WCAG 2.x section
4.2.8 Usage with limited reach	Supports	See WCAG 2.x section
4.2.9 Minimize photosensitive seizure triggers	Supports	See WCAG 2.x section
4.2.10 Usage with limited cognition, language or learning	Supports	See WCAG 2.x section
4.2.11 Privacy	Supports	

Chapter 5: [Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13

5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	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.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	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 nonproprietary information is retained
5.5 Operable parts	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	
5.6 Locking or toggle controls	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
7.1 Caption processing technology	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
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	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 WCAG 2.x 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