# Infobase Accessibility Conformance Report

# Revised Section 508 Edition

**VPAT**® **Version 2.3 (Revised) – April 2019**

## Name of Product/Version: *Films On Demand*

## Product Description: *Films On Demand* offers high-quality streaming video on academic, vocational, and life-skills topics for schools, colleges, libraries, the medical community, and other institutions.

## Date: February 2020

## Contact information: video.support@infobaselearning.com

## Notes: This VPAT 2.3 (Revised Section 508 Edition) report supersedes all previously published VPAT versions published for *Films On Demand*.

## Evaluation Methods Used: The main testing methods were to use testing tools such as WAVE (web accessibility evaluation tool) from WebAIM, the JAWS screen reader, and manual visual evaluation, such as keyboard navigation.

## 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](http://www.w3.org/TR/2008/REC-WCAG20-20081211) | Level A (Yes)  Level AA (Yes)  Level AAA (No) |
| [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) | (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 2.0 Report

Tables 1 and 2 also document conformance with:

* Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
* Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### Table 1: Success Criteria, Level A

Notes: Testing occurred on the homepage, several form pages, various search results pages, and video pages. Extensive video player testing also occurred. Additionally, a small amount of video content may have corresponding downloadable PDF documents such as lesson plans and teacher guides. These supplemental documents may or may not meet current PDF accessibility standards. The digital accessibility of PDFs was not considered in the proceeding evaluation.

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Images and non-text content have appropriate alternative text.  Test method: Manual visual evaluation and testing tools. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Most videos include synchronized closed captioning and interactive text transcripts.  Some prerecorded audio-only and silent video-only media files, such as a few foreign-language, archival, and historical film videos, may not have captions or transcripts readily available. Every effort to acquire captions or transcripts are made for these videos. Search filters can be applied to exclude these videos from displaying in search results if necessary.  Test method: Manual visual evaluation and testing tools. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Synchronized closed captioning and interactive transcripts are available for most video titles.  As mentioned above, some exceptions exist. For example, a few foreign-language, archival, and historical video media may not have separate captions or transcripts. Search filters or other collection management constraints can be applied to exclude these videos from displaying in search results.  Test method: Manual visual evaluation and testing tools. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Partially Supports | | Most videos on *Films On Demand* have closed captioning and interactive text transcripts.  Test method: Manual visual evaluation and testing tools. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Semantic HTML and text labels associated with form input elements are used appropriately throughout *Films On Demand.*  Test method: Manual visual evaluation and testing tools. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | The reading and navigation order of the content is logical and intuitive.  Test method: Manual visual evaluation and testing tools. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Instructions for understanding and operating content do not rely on sensory characteristics. Typically, text instructions and labels are provided.  Test method: Manual visual evaluation and testing tools. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Color is not used as the only means of conveying information. Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues.  Test method: Manual visual evaluation and testing tools. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | A user has full media player control over the default settings, as well as ways to adjust the start, stop, and the volume of a video via the keyboard.  Test method: Manual visual evaluation and testing tools. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | The keyboard supports fundamental functions, including navigation, search, and video playback.  Test method: Manual visual evaluation and testing tools. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Keyboard controls can be used to move focus throughout *Films On Demand* without being trapped on a component.  Test method: Manual visual evaluation and testing tools. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Content within *Films On Deman*d does not have set time limits.  Test method: Manual visual evaluation and testing tools. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Partially Supports | | An auto-scrolling carousel banner on the homepage currently does not have a comprehensive pausing mechanism.  Test method: Manual visual evaluation and testing tools. |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | *Films On Demand* does not contain anything that flashes more than permitted.  Test method: Manual visual evaluation and testing tools. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A)  Also applies to:  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 | | Supports | | Skip to Main Content bypass link is available on all pages.  Test method: Manual visual evaluation and testing tools. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | All web pages include titles that describe the topic or purpose.  Test method: Manual visual evaluation and testing tools. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Content that receives focus is logical and in an intuitive order that preserves meaning.  Test method: Manual visual evaluation and testing tools. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | The purpose of links can be determined from the link text itself or surrounding text or related content.  Test method: Manual visual evaluation and testing tools. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | The default language of each page in the *Films On Demand* site can be programmatically determined.  Test method: Manual visual evaluation and testing tools. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Components of the *Films On Demand* site do not initiate a change of context when receiving focus.  Test method: Manual visual evaluation and testing tools. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Adjusting the settings of user interface components never causes a change of context.  Test method: Manual visual evaluation and testing tools. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | When input errors are detected, the item causing the error is identified, and the error is described in the text.  Test method: Manual visual evaluation and testing tools. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Instructions and labels are provided when user inputs are required.  Test method: Manual visual evaluation and testing tools. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | All pages conform to modern HTML web standards. HTML code has no significant validation errors, according to http://validator.w3.org.  Test method: Manual visual evaluation and testing tools. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | *Films On Demand* uses semantic HTML, which facilitates accessibility. ARIA is used to enhance accessibility when HTML is not sufficient. All form controls have corresponding labels.  Test method: Manual visual evaluation and testing tools. |

### Table 2: Success Criteria, Level AA

Notes: The initial landing pages, form pages*,* and various search results pages were tested. Extensive tests of the video player were conducted.

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Live content is not offered in *Films On Demand*. Since there is no content to which this criterion applies, this criterion is satisfied. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Partially Supports | | Closed Captioning and interactive transcripts are available for most titles.  Test method: Manual visual evaluation and testing tools. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Default settings meet contrast ratio standards.  Test method: Manual visual evaluation and testing tools. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Text can be resized up to 200 percent without loss of content or functionality.  Test method: Manual visual evaluation and testing tools. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | No images of text alone are used. For images with text as part of the image, such as logotype or content branding in banners, an appropriate alt attribute is used.  Test method: Manual visual evaluation and testing tools. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA)  Also applies to:  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 | | Supports | | There are multiple ways to navigate through the *Films On Demand* to find any page, such as browsing, searching, or direct links.  Test method: Manual visual evaluation and testing tools. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | Heading levels and form control labels are informative.  Test method: Manual visual evaluation and testing tools. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | The focus indicator ring is visible throughout the site while using the keyboard to navigate.  Test method: Manual visual evaluation and testing tools. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | The language of all pages is identified using the HTML language attribute (e.g., <html lang=“en”…>).  Test method: Manual visual evaluation and testing tools. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA)  Also applies to:  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 | | Supports | | The repeated navigational mechanisms, such as the header and search options, are always repeated in the same relative order.  Test method: Manual visual evaluation and testing tools. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA)  Also applies to:  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 | | Supports | | Components with the same functionality are identified in the same way.  Test method: Manual visual evaluation and testing tools. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | When input errors are detected, suggested corrections are provided.  Test method: Manual visual evaluation and testing tools. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | | *Films On Demand* does not conduct legal commitments or financial transactions. Since there is no content to which this criterion applies, this criterion is satisfied. |

### Table 3: Success Criteria, Level AAA

Notes: *Films On Demand* video streaming website is not being evaluated for Level AAA conformance.

## Revised Section 508 Report

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#302-functional-performance-criteria) (FPC)

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 302.1Without Vision | Supports | *Films On Demand* content can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. |
| 302.2 With Limited Vision | Supports | *Films On Demand* supports browser magnification up to 200% and can be accessed with AT. |
| 302.3Without Perception of Color | Supports | Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues. |
| 302.4Without Hearing | Supports | The video player supports captions and transcripts. |
| 302.5With Limited Hearing | Supports | The video player supports captions and transcripts. |
| 302.6Without Speech | Not Applicable | *Films On Demand* has no spoken mode of operation, e.g., speech input. |
| 302.7With Limited Manipulation | Supports | *Films On Demand* supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls nor simultaneous actions. |
| 302.8With Limited Reach and Strength | Supports | *Films On Demand* supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls nor simultaneous actions. |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Supports | *Films On Demand* video player allows for speed adjustments and has no timed response limits to play videos. Error indications and suggestions are also provided when an input error is detected. Logical keyboard navigation and tab focus order functionality is available across the site as well. |

### Chapter 4: [Hardware](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#401-general)

Notes: *Films On Demand* is a video streaming website and is not subject to the requirement of this section.

### Chapter 5: [Software](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#501-general)

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| **501.1 Scope – Incorporation of WCAG 2.0 AA** | See [WCAG 2.0](#WCAG) section | See information in WCAG section |
| ***502 Interoperability with Assistive Technology*** | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Supports | *Films On Demand* interoperates with browsers, operating systems, and assistive technology for user control of accessibility features, which may allow users to control high contrast modes, enlargement of text, and text to speech. Additionally, *Films On Demand* provides settings for adjustments to captions display in the video player. |
| 502.2.2 No Disruption of Accessibility Features | Supports | *Films On Demand* does not disrupt accessibility features provided by other products or operating systems. |
| ***502.3 Accessibility Services*** | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Supports | All core video playback features are supported. |
| 502.3.2 Modification of Object Information | Supports | All core video playback features are supported. |
| 502.3.3 Row, Column, and Headers | Supports | All data tables include properly marked up rows, columns, and headers. |
| 502.3.4 Values | Supports | All core video playback features are supported. |
| 502.3.5 Modification of Values | Supports | All core video playback features are supported. |
| 502.3.6 Label Relationships | Supports | Fundamental functions, including navigation, search, and video playback, are supported. |
| 502.3.7 Hierarchical Relationships | Supports | Hierarchal relationships are programmatically determinable and accessible through assistive technologies, such as screen readers. |
| 502.3.8 Text | Supports | Text is displayed using standard HTML and styled using CSS. |
| 502.3.9 Modification of Text | Supports | In-video captions can be customized, including size, color, and background color. Caption text, however, is not editable. Its display can be modified with browser and operating system controls. |
| 502.3.10 List of Actions | Supports | UI components provide a list of actions programmatically determinable by assistive technologies. |
| 502.3.11 Actions on Objects | Supports | Available actions on objects can be programmatically determined to allow assistive technologies to execute any function. |
| 502.3.12 Focus Cursor | Supports | The focus indicator ring is visible throughout the site while using the keyboard to navigate. |
| 502.3.13 Modification of Focus Cursor | Supports | The focus indicator ring is visible throughout the site while using the keyboard to navigate. |
| 502.3.14 Event Notification | Supports | *Films On Demand* notifies assistive technologies of events relevant to user interaction, such as changes in the component’s state, value, name, description, or boundary. |
| 502.4 Platform Accessibility Features | Supports | *Films On Demand* does not disrupt standard accessibility features, such as those available in web browsers and operating systems. Features may include high contrast mode, keystroke modifications, and text adjustments. Additionally, closed captions and interactive transcripts are provided for all English language video content. |
| ***503 Applications*** | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Supports | User preferences set outside *Films On Demand*, such as the browser and operating system display settings, are fully supported. |
| 503.3 Alternative User Interfaces | Not Applicable | The *Films On Demand* standard interface supports assistive technology, so an alternative user interface is not provided. |
| ***503.4 User Controls for Captions and Audio Description*** | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Supports | Some caption controls are provided within the video player, while additional caption controls can be found in the User Profile Account Settings. |
| 503.4.2 Audio Description Controls | Not Applicable | Audio descriptions are not provided, so there are no audio description controls. |
| ***504 Authoring Tools*** | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | See [WCAG 2.0](#WCAG) section | See information in WCAG section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | *Films On Demand* does not include any authoring tools. |
| 504.2.2 PDF Export | Not Applicable | *Films On Demand* does not include any authoring tools. |
| 504.3 Prompts | Not Applicable | *Films On Demand* does not include any authoring tools. |
| 504.4 Templates | Not Applicable | *Films On Demand* does not include any authoring tools. |

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#601-general)

| **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 | Documentation of accessibility and compatibility features is available in the *Films On Demand* help center. Compliance statements, including an ADA statement and VPAT, are also available. |
| 602.3 Electronic Support Documentation | See [WCAG 2.0](#WCAG) section | See information in WCAG section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports | All support documentation is available electronically or can be printed. If alternate formats of documentation are required, they can be made available upon request. |
| **603 Support Services** | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Supports | Documentation of accessibility and compatibility features is available in the *Films On Demand* help center. Support is also provided over email, telephone, and live chat. |
| 603.3 Accommodation of Communication Needs | Supports | The *Films On Demand* Support team can be contacted for assistance via email, phone, or live chat. Other methods can be made available upon request. |

## Legal Disclaimer Infobase

This document is for informational purposes only. Infobase makes no warranties, express, or implied, in this document. The information contained in this document represents the current view of the *Films On Demand* streaming video site on the issues discussed as of the date of publication. Because Infobase must respond to changing market conditions, it should not be interpreted to be a commitment, and Infobase cannot guarantee the accuracy of any information presented after the date of publication.

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