

EBSCO Information Services

Accessibility Conformance Report

VPAT® (Voluntary Product Accessibility Template®) Version 2.0

Name of Product/Version: EDS/EBSCOhost Research Interface

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, EBSCO *host* helps researchers of all kinds find the information they need expeditiously.

Date: June 2019

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Notes: We completed an accessibility audit in March 2018 through Interactive Accessibility (now The Paciello Group). This VPAT may not reflect all the fixes and enhancements made to date as we continue to improve our interface.

Evaluation Methods Used: Manual and automated testing (WAVE, HTML Code Sniffer). Screen readers JAWS, NVDA, VoiceOver, Chrome/Firefox extensions for color contrast and magnifier testing. Usability studies with students.

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/ | Level A (Yes) Level AA (Yes) Level AAA (No) |
| Section 508 as published in 2017, at http://www.Section508.gov | (Yes) |
| EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard | (No) |

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.
- **Supports with Exceptions:** 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:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 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](#).

Table 1: Success Criteria, Level A

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------|---|
| <p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports with exceptions | <p>Most active images (links or buttons) and other nonactive have alt-text. However there are some exceptions, e.g., Expand/collapse arrows on Filter panel; In-context help icon, Share icons (Facebook etc.), document-level images in results list</p> <p>Some PDF documents contain images and figures that do not have captions. As an aggregator we do not have permissions to edit documents so can only include what is provided.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------|--|
| <p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) • 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| <p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| <p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Transcripts are provided for all video media in product, as provided by publisher. |
| <p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> | Supports with Exceptions | Most form fields and groups are provided, |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | <p>however some form input fields are not explicitly associated with their labels, e.g., Search options/Advanced search</p> <p>Some grouping and relationship information for related form fields are communicated visually but is not available to screen reader users. E.g., Document title meta data within results page; Share options</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</p> |
| <p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <p>When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. Headings and landmarks are provided for navigating the page in a meaningful order based on importance of content. User can also tab through page to find appropriate information.</p> |
| <p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) | Supports | <p>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|--|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |
| <p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.10 (Web) 10.2.10 (non-web document) 11.2.1.10 (Software) 11.2.2.10 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports with Exceptions | Color alone is used to convey some information, e.g., Page options, Cite and Export tools |
| <p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.11 (Web) 10.2.11 (non-web document) 11.2.1.11 (Software) 11.2.2.11 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Audio is not playing automatically on any pages. |
| <p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.15 (Web) 10.2.15 (non-web document) 11.2.1.15 (Software) 11.2.2.15 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports with Exceptions | <p>Some page elements have a tooltip that is only available to mouse users, e.g., Email, Save, Print icon. [Note: Tooltip is redundant with button label]</p> <p>The slider control allows mouse users to select a value from within a given range. However we also provide a method to enter the dates directly.</p> <p>Quick Details not easily accessible to screen reader. Information is also available on Detail page.</p> <p>The Filter panel options are not</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------|---|
| | | <p>semantically defined, e.g., using spacebar for selection of button control</p> <p>The page contains a tree list that allows users to navigate the list items and expand and collapse child nodes. This list does not provide the relationship information for screen reader users and keyboard users may have a difficult time navigating the list of items.</p> |
| <p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software)lorco • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Keyboard focus can be moved to a component of the page using a keyboard interface, and focus can be moved away from that component using only a keyboard interface. No keyboard traps identified. |
| <p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | supports with exceptions | The session sometimes times out without a prompt and without providing a way for users to extend the session. |
| <p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) | Supports | Any information that moves can easily be stopped. E.g., book or image carousel. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------|--|
| <ul style="list-style-type: none"> • 11.2.2.18 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <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"> • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | No flashes included in product. |
| <p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 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 with exception | <p>Access codes are available to jump to the most common sections on the page. Headings are provided throughout, however, some page headings are rendered using graphical images and/or formatting elements instead of header elements (h1...h6).</p> <p>Not all skip links work with every browser. Not many landmarks or method is provided to allow users to navigate to different sections of the page PDF documents do not allow for navigation</p> |
| <p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.21 (Web) • 10.2.21 (non-web document) | Supports | Web pages have titles that describe topic or purpose. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------|--|
| <ul style="list-style-type: none"> • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p><u>2.4.3 Focus Order</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports with exceptions | Focus order is generally sequential with the exception of some cases, e.g., full text options should appear higher in the page order |
| <p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | supports with exceptions | Most links are tagged appropriately, however, there are some cases where the link text alone does not convey sufficient information, e.g., Show More links in the Filter panel |
| <p><u>3.1.1 Language of Page</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) | Supports with exceptions | All pages on platform identify the language. However, some documents, as provided by publisher do not contain language of page indicator for screen reader |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------|---|
| <ul style="list-style-type: none"> • 11.2.2.27 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | When any component receives focus, it does not initiate a change of context. |
| <p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports with exception | Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. Exception, filter panel selections refresh the page. |
| <p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) | Supports with exception | Errors are not always provided when an error occurs or they are defined so that they are visually apparent only, e.g., no results found for search results |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|--|
| <ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports with exceptions | Some labels or instructions are not provided when content requires user input, e.g., Advanced search page |
| <p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. |
| <p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) | Supports with exceptions | <p>Some buttons are incorrectly defined and do not specify button name</p> <p>The expand and collapse function in Filter panel does not convey link purpose or current state to assistive technology users.</p> <p>Semantic information about modal windows is communicated visually but</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <ul style="list-style-type: none"> 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | assistive technology users are not notified that a box is opened or its purpose. The page contains custom user interface controls that cannot be properly conveyed to assistive technology users. One page contains simulated form controls that cannot be properly conveyed to assistive technology users. |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5 (Web) 10.2.5 (non-web document) 11.2.1.5 (Software) 11.2.2.5 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | We do not have any live audio content. |
| <p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.6 (Web) 10.2.6 (non-web document) 11.2.1.6 (Software) 11.2.2.6 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) | Supports | No audio descriptions |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|--|
| <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| <p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.12 (Web) 10.2.12 (non-web document) 11.2.1.12 (Software) 11.2.2.12 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports with exceptions | Some text has insufficient color contrast. And some text in images has insufficient color contrast |
| <p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.13 (Web) 10.2.13 (non-web document) 11.2.1.13 (Software) 11.2.2.13 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Responsive design supports resized text and features. |
| <p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.14 (Web) 10.2.14 (non-web document) 11.2.1.14 (Software) 11.2.2.14 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports with exception | 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. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------|---|
| <p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 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 | More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. |
| <p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports with exception | <p>Most labels on the page describe the topic or purpose, however exceptions include e.g., Advanced search publication date</p> <p>Some labels duplicate the title field, e.g., translate feature</p> |
| <p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) | Supports with exception | Some elements on pages lack indication of visible focus, e.g., search options “Search with OR”, “Search with AND” etc. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |
| <p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.28 (Web) 10.2.28 (non-web document) 11.2.1.28 (Software) – Does not apply 11.2.2.28 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | The UI and html full text documents can be translated into 30+ languages |
| <p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.31 (Web) 10.2.31 (non-web document) – Does not apply 11.2.1.31 (Software) – Does not apply 11.2.2.31 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 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 | Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user |
| <p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.32 (Web) 10.2.32 (non-web document) – Does not apply 11.2.1.32 (Software) – Does not apply 11.2.2.32 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> | Supports | Components that have the same functionality within a set of Web pages are identified consistently |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------|--|
| <ul style="list-style-type: none"> 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 | | |
| <p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.35 (Web) 10.2.35 (non-web document) 11.2.1.35 (Software) 11.2.2.35 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports with exceptions | Some errors are not provided when an error occurs or are defined so that they are visually apparent but someone who cannot see the screen may not know errors occurred, e.g., email tool, account set up |
| <p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.36 (Web) 10.2.36 (non-web document) 11.2.1.36 (Software) 11.2.2.36 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | |

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 302.1 Without Vision | Supports with exception | As stated in WCAG above |
| 302.2 With Limited Vision | Supports with exception | As stated in WCAG above |
| 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 | |
| 407.7 Tickets, Fare Cards, and Keycards | Supports | |
| 407.8 Reach Height and Depth | Heading cell – no response required | Heading cell – no response required |
| 407.8.1 Vertical Reference Plane | Supports | |
| 407.8.1.1 Vertical Plane for Side Reach | Supports | |
| 407.8.1.2 Vertical Plane for Forward Reach | 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 | Supports | See information in WCAG section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports | Remediation of documents 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 | Available upon request |
| 603.3 Accommodation of Communication Needs | Supports | Available upon request |

(see Legal Disclaimer next page)

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