

VitalSource Bookshelf (Online) Accessibility Conformance Report

International edition, based on VPAT® version 2.4Rev*

Name of product/version:	VitalSource Bookshelf Online
Report date:	3 January 2024
Product description:	Website
Contact information:	accessibility@vitalsource.com
Notes:	
Evaluation methods used:	<p>This conformance report is based on the results of an accessibility audit conducted by TPGi on a representative sample of pages/components across selected user journeys, for the purpose of assessing conformance to accessibility guidelines.</p> <p>The W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <ul style="list-style-type: none">• Desktop browsers: Google Chrome (macOS, Windows), Safari (macOS)• Assistive technologies and settings: JAWS (Windows), NVDA (Windows), VoiceOver (macOS)• Accessibility testing tools: ARC Toolkit, Colour Contrast Analyser, DevTools Accessibility Panel, misc specialist accessibility bookmarklets
Applicable standards/guidelines:	<p>This report covers the degree of conformance for the following accessibility standards/guidelines:</p> <ul style="list-style-type: none">• Web Content Accessibility Guidelines (WCAG) 2.0 Level A and AA• Web Content Accessibility Guidelines (WCAG) 2.1 Level A and AA• Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018• EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) and EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)

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Table of contents

Terms.....	3
WCAG 2.x Report.....	4
Table 1: Success Criteria, Level A.....	4
Table 2: Success Criteria, Level AA	17
Table 3: Success Criteria, Level AAA	26
Revised Section 508 Report.....	27
Chapter 3: Functional Performance Criteria (FPC)	27
Chapter 4: Hardware	28
Chapter 5: Software	28
Chapter 6: Support Documentation and Services	28
EN 301 549 Report	29
Chapter 4: Functional Performance Statements (FPS).....	29
Chapter 5: Generic Requirements	30
Chapter 6: ICT with Two-Way Voice Communication	31
Chapter 7: ICT with Video Capabilities	31
Chapter 8: Hardware	32
Chapter 9: Web	32
Chapter 10: Non-Web Documents	32
Chapter 11: Software	32
Chapter 12: Documentation and Support Services	32
Chapter 13: ICT Providing Relay or Emergency Service Access	32
Legal disclaimer	33

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 Level AAA criteria.

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, Sections 11.1–11.4 and 11.8.2 of Chapter 11 — Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 — Documentation and Support Services
- Revised Section 508: Chapter 5 — 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 — 602.3 Electronic Support Documentation

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance level	Remarks and explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	<p>Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with just one exception an incorrect alt text for a corporate logo (on sign on pages).</p> <p>Note that book content is out of scope – individual publishers are responsible for the content that they provide</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) 	Not applicable	The application contains no audio-only or video-only content.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<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"> • 9.1.2.2 (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	The application does not contain synchronized media with prerecorded audio content.
<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"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) 	Not applicable	The application does not contain any synchronized media which would require an alternative for time-based media or audio description.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) – Informative only • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with some exceptions: <ul style="list-style-type: none"> • Some landmarks not defined correctly (no footer) • Fields in 'Create account' page are not grouped
<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"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) – Informative only • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Supports	A correct reading sequence of content can be programmatically determined.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components.
<p><u>1.4.1 Use of Color</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<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"> 9.1.4.2 (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	The application does not contain any audio which plays automatically for more than three seconds.
<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"> 9.2.1.1 (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>The majority of the functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. However, there are some exceptions.</p> <p>Various functions that are triggered after making text selections (which is not available to keyboard-only users):</p> <ul style="list-style-type: none"> Read Aloud from here (Read aloud is available from another location, but specifically 'from here' is possible for keyboard-only users) Add note (for highlighted text) Create Flashcard (from highlighted text) Highlight selection
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	For every component that receives keyboard focus, focus can be moved away from that component using only a keyboard interface.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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	Supports	The [website or application] uses keyboard shortcuts, but these shortcuts do not include single key printable characters.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 12.2.4 (Support Docs) 	Not applicable	The application does not feature any time limits.

Criteria	Conformance level	Remarks and explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	The application does not contain any moving, blinking, scrolling, or auto-updating content presented in parallel with other content.
<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"> • 9.2.3.1 (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	

Criteria	Conformance level	Remarks and explanations
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised 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	The website provides skip links for bypassing the top navigation and other content blocks repeated on multiple web pages.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p>	Supports	All pages have titles that describe their topic or purpose.

Criteria	Conformance level	Remarks and explanations
<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> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All focusable components receive focus in an order that preserves meaning and operability.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context.

Criteria	Conformance level	Remarks and explanations
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	Not applicable	The application does not use multipoint or path-based gestures.
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	Not applicable	The application does not contain pointer-operable components.
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) – Informative only • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Supports	The accessible names of controls match or contain their visible text labels.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) Revised Section 508 – Does not apply	Not applicable	The application does not have functionality operated by device motion or user motion.
<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"> 9.3.1.1 (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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The human language of all pages in the application is correctly identified.
<p><u>3.2.1 On Focus</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 	Supports	Components do not initiate a change of context when they receive focus.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Changing the values of form controls does not cause an automatic change of context.
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Supports	For all input errors that are automatically detected, the items that are in error are identified and the errors are described to the user in text. These include errors when completing registration or login form fields.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 12.2.4 (Support Docs) Revised 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> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Labels or instructions are provided for all content that requires user input.
<p><u>4.1.1 Parsing</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Not applicable	Deprecated in WCAG 2.1 – not evaluated.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	<p>For most user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. However, there are some exceptions. These include:</p> <ul style="list-style-type: none"> • Menu items in Library announced as toggle buttons • Incorrect ARIA attributes assigned to parent elements of menu buttons in Library • Some buttons in Flashcard are nested in other focusable elements

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance level	Remarks and explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p>	Not applicable	The application does not contain synchronized media with live audio content.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	The application does not contain any synchronized media which would require an audio description.
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	All content and functionality are presented and usable at different orientations.
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) 	Supports	The purpose of each input field collecting information about the user can be programmatically determined.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 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		
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	Text has sufficient contrast, with just one exception: <ul style="list-style-type: none"> • There is low contrast on menu items in the library (in small viewports, when hovered)
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p>	Supports	Text can be resized by zooming web pages up to 200% without loss of content or functionality.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The application uses text characters to convey information rather than images of text.
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	Partially supports	<p>The majority of the website can be resized to a width of 320 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions, with one exception:</p> <ul style="list-style-type: none"> • 'Repeat', 'shuffle' controls are hidden in study guide (Flashcards)
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) 	Supports	The meaningful parts of interface components and graphics have a contrast ratio of at least 3:1.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 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		
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) Revised Section 508 – Does not apply	Supports	The application allows for relevant text style properties to be changed without loss of content or functionality.
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	Most additional content that appears on hover or focus is dismissable, hoverable, and persistent, with one exception: <ul style="list-style-type: none"> • Highlighter color names cannot be hovered over/dismissed in the Highlighter options
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Not applicable	Due to the small size and simplicity of the website, this criterion is not applicable.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 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) <p>Revised 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 		
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	<p>The majority of headings and labels appropriately describe the topic or purpose of their related content, with some exceptions. These include:</p> <ul style="list-style-type: none"> • Close button on library banner ad • 'Activate and View' control obscures the content it relates to in Library
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p>	Supports	All keyboard operable user interface components provide a visible keyboard focus indicator.

Criteria	Conformance level	Remarks and explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The human language of each passage or phrase in the content can be programmatically determined.
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) 	Supports	Navigational mechanisms that are repeated on multiple pages occur in the same relative order.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 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) <p>Revised 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 		
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) 	Partially supports	<p>The majority of components that have the same functionality within a set of pages are identified consistently, with one exception:</p> <ul style="list-style-type: none"> • Visually similar zoom controls (in Image Viewer) have different functionality

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	For all automatically detected input errors where suggestions for correction are known, the suggestions are provided to the user.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	The application does not contain pages that cause legal commitments or financial transactions, modify or delete user-controllable data in a data storage system, or submit user test responses.

Criteria	Conformance level	Remarks and explanations
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	Partially supports	<p>Most status messages can be presented to the user by assistive technologies without receiving focus, with some exceptions. These include:</p> <ul style="list-style-type: none"> • Status message is cut off by shift in focus to close button (in various notifications, including bookmarks) • Page content loading not announced in some places • Change of page type (create account -> already member) not conveyed to AT users

Table 3: Success Criteria, Level AAA

Notes: Not evaluated

Revised Section 508 Report

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

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Partially supports	Supports with the exceptions documented in the following WCAG sections: 1.1.1 Non-text Content 1.3.1 Info and Relationships 2.1.1 Keyboard 2.4.3 Focus Order 4.1.2 Name, Role, Value
302.2 With Limited Vision	Partially supports	Supports with the exceptions listed in 302.1 Without Vision, and the additional exceptions documented in the following WCAG sections: 1.4.3 Contrast (Minimum) 1.4.10 Reflow
302.3 Without Perception of Color	Supports	The product doesn't require perception of color.
302.4 Without Hearing	Supports	The product doesn't have audio content that would require user hearing.
302.5 With Limited Hearing	Supports	The product doesn't have audio content that would require user hearing.
302.6 Without Speech	Supports	The product doesn't have functionality that would require user speech.
302.7 With Limited Manipulation	Supports	Supports with the exceptions documented in the following WCAG sections: 2.1.1 Keyboard 2.4.3 Focus Order
302.8 With Limited Reach and Strength	Supports	The product is usable with limited reach and strength. The product does not include hardware relevant for this criterion.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Supports with the exceptions listed in 302.1 Without Vision.

Chapter 4: [Hardware](#)

Notes: Not applicable

Chapter 5: [Software](#)

Notes: Not applicable. The product is a web application and does not have authoring tool functionality.

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

Notes: Not applicable. The product has no documentation and no support services.

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

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially supports	Supports with the exceptions documented in the following WCAG sections: 1.1.1 Non-text Content 1.3.1 Info and Relationships 2.1.1 Keyboard 2.4.3 Focus Order 4.1.2 Name, Role, Value
4.2.2 Usage with limited vision	Partially supports	Supports with the exceptions listed in 4.2.1 Usage without vision, and the additional exceptions documented in the following WCAG sections: 1.4.3 Contrast (Minimum) 1.4.10 Reflow
4.2.3 Usage without perception of colour	Supports	The product doesn't require perception of color.
4.2.4 Usage without hearing	Supports	The product doesn't have audio content that would require user hearing.
4.2.5 Usage with limited hearing	Supports	The product doesn't have audio content that would require user hearing.
4.2.6 Usage with no or limited vocal capability	Supports	The product doesn't have functionality that would require user speech.
4.2.7 Usage with limited manipulation or strength	Supports	Supports with the exceptions documented in the following WCAG sections: 2.1.1 Keyboard 2.4.3 Focus Order 2.5.3 Label in Name
4.2.8 Usage with limited reach	Supports	The product is usable with limited reach and strength. The product does not include hardware relevant for this criterion.

Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive seizure triggers	Supports	The product doesn't have content that flashes/might cause seizures.
4.2.10 Usage with limited cognition, language or learning	Supports	Supports with the exceptions listed in 4.2.1 Usage without vision.
4.2.11 Privacy	Supports	The product maintains equivalent privacy for users of accessibility features.

Chapter 5: [Generic Requirements](#)

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 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not applicable	The product is not closed to screen readers.
5.1.3.2 Auditory output delivery including speech	Not applicable	The product is not closed to screen readers.
5.1.3.3 Auditory output correlation – Informative only	Not applicable	The product is not closed to screen readers.
5.1.3.4 Speech output user control	Not applicable	The product is not closed to screen readers.
5.1.3.5 Speech output automatic interruption	Not applicable	The product is not closed to screen readers.
5.1.3.6 Speech output for non-text content	Not applicable	The product is not closed to screen readers.
5.1.3.7 Speech output for video information	Not applicable	The product is not closed to screen readers.
5.1.3.8 Masked entry	Not applicable	The product is not closed to screen readers.
5.1.3.9 Private access to personal data	Not applicable	The product is not closed to screen readers.
5.1.3.10 Non-interfering audio output	Not applicable	The product is not closed to screen readers.
5.1.3.11 Private listening volume	Not applicable	The product is not closed to screen readers.
5.1.3.12 Speaker volume	Not applicable	The product is not closed to screen readers.
5.1.3.13 Volume reset	Not applicable	The product is not closed to screen readers.
5.1.3.14 Spoken languages	Not applicable	The product is not closed to screen readers.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.15 Non-visual error identification	Not applicable	The product is not closed to screen readers.
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	The product is not closed to screen readers.
5.1.4 Functionality closed to text enlargement	Not applicable	The product is not closed to text enlargement.
5.1.5 Visual output for auditory information	Not applicable	The product does not have closed functionality.
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 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not applicable	The product is not closed to keyboards.
5.1.7 Access without speech	Not applicable	The product does not have closed functionality.
5.2 Activation of accessibility features		
5.3 Biometrics		
5.4 Preservation of accessibility information during conversion		
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation		
5.5.2 Operable parts discernibility		
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	The product does not have locking or toggle controls.
5.6.2 Visual status	Not applicable	The product does not have locking or toggle controls.
5.7 Key repeat	Not applicable	Key repeat is a function of the underlying platform.
5.8 Double-strike key acceptance	Not applicable	The product does not provide a keyboard.
5.9 Simultaneous user actions		

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

Notes: Not applicable

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

Notes: Not applicable. The product does not display, transmit, convert, or record video.

Chapter 8: [Hardware](#)

Notes: Not applicable

Chapter 9: [Web](#)

See the [WCAG 2.x Report](#) section.

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

Notes: Not applicable. The product does not include non-web documents.

Chapter 11: [Software](#)

Notes: Not applicable. The product is a web application and does not have authoring tool functionality.

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

Notes: Not applicable. The product has no documentation and no support services.

Chapter 13: [ICT Providing Relay or Emergency Service Access](#)

Notes: Not applicable

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