VitalSource Accessibility Conformance Report

International edition, based on VPAT® Version 2.5*

Name of Product/Version:	VitalSource Store
Report Date:	31 March 2024
Product Description:	Website
Contact Information:	accessibility@vitalsource.com
Notes:	
Evaluation Methods Used:	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. The W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM) was followed for conducting the accessibility audit. The testing was manual and included the following: • 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, accessibility bookmarklets
Applicable Standards/Guidelines:	This report covers the degree of conformance for the following accessibility standards/guidelines: • Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA • Web Content Accessibility Guidelines (WCAG) 2.1 Level A and Level AA • Web Content Accessibility Guidelines (WCAG) 2.2 Level A and Level AA • Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018

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	• 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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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 only be used in WCAG 2.0, 2.1, and 2.2 Level AAA.

WCAG 2.x Report

Unless otherwise indicated, the criteria in 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 2.0, 2.1, and 2.2 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

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially supports	Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with some exceptions. These include: **Homepage - Learn more by doing** • A text alternative is missing a plus symbol **Reviews**

Criteria	Conformance Level	Remarks and Explanations
		• Star symbols indicating rating lack a text alternative • 'Opens in new window' symbol has no alternative text **Country Selector Page** • Decorative flag image is not hidden from assistive technology **Coupons** • Decorative image for warning text is not hidden from assistive technology • Decorative green tick image is not hidden from assistive technology
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not applicable	The website contains no audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Captions are provided for all prerecorded audio content in synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Partially supports	The majority of synchronized media presentations either don't require or correctly provide an alternative for time-based media or audio description, with some exceptions. These include: **Product page - How it works** • Supported payment methods are not included in narration
1.3.1 Info and Relationships (Level A)	Partially supports	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with some exceptions. These include: **Homepage - Planet Smart** • Elements presented as an unordered list are not correctly marked up as a list **Homepage - Popular eTextbooks**

Criteria	Conformance Level	Remarks and Explanations
		• Elements presented as an ordered list are not correctly marked up as a list **Homepage - Cards** • Heading order is illogical, incorrectly suggesting that some content is a subsection of an unrelated or sibling section **Header - Secondary header with search** • An unordered list not marked up correctly **Header - Secondary header with search - Account** • An unordered list is not marked up correctly in desktop and mobile views **Footer - Links** • Heading order is illogical, incorrectly suggesting that some content is a subsection of an unrelated or sibling section **Footer - Payment methods** • Heading order is illogical, incorrectly suggesting that some content is a subsection of an unrelated or sibling section **Landing Page - Studying Just Got a Whole Lot Easier** • Elements are marked up as headings for visual effect but are not headings **Reviews - Pagination** • The current page in a collection is not programatically identified

Criteria	Conformance Level	Remarks and Explanations
		• The navigation region is not programmatically exposed as such to assistive technology users **Reviews - Your Opinion** • An element is marked up as a heading for visual effect but is not a heading **Search Results - Subjects filter** • Elements presented as lists with parent and child elements do not have an equivalent nested relationship exposed to assistive technology **Search Results - Pagination** • The current page in a collection is not programatically identified • The navigation region is not programmatically exposed as such to assistive technology users **Product page - Related Products** • Elements presented as a list of links are not correctly marked up as a list **Cart - Purchase order request** • Form error messages displayed are not programmatically linked to the fields in error. **Country Selector Page** • Elements are marked up as headings for visual effect but are not headings • Elements presented as a list of controls are not correctly marked up as a list **Browse Subjects - Featured Subjects**

Criteria	Conformance Level	Remarks and Explanations
		• Elements presented as an unordered list are not correctly marked up as a list
1.3.2 Meaningful Sequence (Level A)	Supports	A correct reading sequence of content can be programmatically determined.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components.
1.4.1 Use of Color (Level A)	Partially supports	In the majority of cases, color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, with some exceptions. These include: **Cart - Mini cart** • A link is only differentiated from surrounding text by color **Product page - Bulk purchase modal** • Links are only differentiated from surrounding text by color
1.4.2 Audio Control (Level A)	Not applicable	The website does not contain any audio which plays automatically for more than three seconds.
2.1.1 Keyboard (Level A)	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
2.1.2 No Keyboard Trap (Level A)	Supports	For every component that receives keyboard focus, focus can be moved away from that component using only a keyboard interface.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2 only) Does not apply to Revised Section 508.	Not applicable	The website does not provide keyboard shortcuts.
2.2.1 Timing Adjustable (Level A)	Not applicable	The website does not feature any time limits.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	The website does not contain any moving, blinking, scrolling, or auto-updating content presented in parallel with other content.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The website does not contain anything that flashes more than three times in any one second period.
2.4.1 Bypass Blocks (Level A)	Supports	The website provides skip links for bypassing the top navigation.
2.4.2 Page Titled (Level A)	Partially supports	The majority of pages in the website have titles that describe their topic or purpose, with some exceptions. These include: **Browse Subjects - Featured Subjects** • The page lacks a unique and descriptive title
2.4.3 Focus Order (Level A)	Partially supports	Focusable components receive focus in an order that preserves meaning and operability, with some exceptions. These include: **Header - Top header - Regional Store selector** • Focus is lost after a button is activated which causes the page to reload **Header - Secondary header with search** • Focus order is illogical **Header - Secondary header with search - Account** • Focus order is illogical
2.4.4 Link Purpose (In Context) (Level A)	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.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2 only)	Supports	All functionality can be operated using a single pointer without a path-based gesture.

Criteria	Conformance Level	Remarks and Explanations
Does not apply to Revised Section 508.		
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2 only) Does not apply to Revised Section 508.	Supports	Single-pointer functions can be aborted by moving the pointer to a neutral location.
2.5.3 Label in Name (Level A 2.1 and 2.2 only) Does not apply to Revised Section 508.	Supports	The accessible names of controls match or contain their visible text labels.
2.5.4 Motion Actuation (Level A 2.1 and 2.2 only) Does not apply to Revised Section 508.	Not applicable	The website does not have functionality operated by device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	The human language of all pages in the website is correctly identified.
3.2.1 On Focus (Level A)	Supports	Components do not initiate a change of context when they receive focus.
3.2.2 On Input (Level A)	Supports	Changing the values of form controls does not cause an automatic change of context.
3.2.6 Consistent Help (Level A 2.2 only) Does not apply to: • EN 301 549 • Revised Section 508	Supports	Help mechanisms which are repeated on multiple web pages are always in a consistent location.
3.3.1 Error Identification (Level A)	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.
3.3.2 Labels or Instructions (Level A)	Supports	Labels or instructions are provided for all content that requires user input.
3.3.7 Redundant Entry (Level A 2.2 only) Does not apply to: • EN 301 549 • Revised Section 508	Supports	All information previously entered by or provided to the user, that is required to be entered again in the same process, is available for the user to select. Once billing/institution information is entered on first checkout, details are saved for all future purchases.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Does not apply to WCAG 2.2.	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata
4.1.2 Name, Role, Value (Level A)	Partially supports	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: **Header - Top header - Regional Store selector** • A panel should be exposed as a modal dialog **Header - Secondary header with search** • A disclosure does not follow the established pattern **Country Selector Page** • Controls are implemented as buttons but the behavior is that of a link that navigates to a new page

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	The website does not contain synchronized media with live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Partially supports	The 'How it works' video lacks an audio description of some on-screen content in one section of the video: **Product page - How it works** • Supported payment methods are not included in narration
1.3.4 Orientation (Level AA 2.1 and 2.2 only) Does not apply to Revised Section 508.	Supports	All content and functionality are presented and usable at different orientations.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2 only) Does not apply to Revised Section 508.	Supports	The purpose of each input field collecting information about the user can be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA)	Partially supports	Most text has sufficient contrast, with some exceptions. These include: **Homepage - Learn more by doing** • 'New Power Feature' text in hero image **Reviews - Pagination** • Pagination numbers become white on light gray when hovered **Coupons** • Overflowing text is same color as the background **Cookie Consent Banner** • Link to 'Cookie Policy'
1.4.4 Resize text (Level AA)	Partially supports	In most pages of the website, text can be resized by zooming the web page up to 200%

Criteria	Conformance Level	Remarks and Explanations
		without loss of content or functionality. Exceptions include: **Cart - Progress steps** • Progress steps are not present **Search Results > Subjects filter** • Filter functions are not present
1.4.5 Images of Text (Level AA)	Supports	The website uses text characters to convey information rather than images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2 only) Does not apply to Revised Section 508.	Partially supports	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 some exceptions. These include: **Search Results > Subjects filter** • Filter functions are not present **Cart - Progress steps** • Progress steps are not present
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2 only) Does not apply to Revised Section 508.	Supports	The meaningful parts of interface components and graphics have a contrast ratio of at least 3:1.
1.4.12 Text Spacing (Level AA 2.1 and 2.2 only) Does not apply to Revised Section 508.	Partially supports	The majority of the website allows for relevant text style properties to be changed without loss of content or functionality, with some exceptions. These include: **Header - Secondary header with search** • Placeholder text in search input becomes truncated
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2 only) Does not apply to Revised Section 508.	Supports	Additional content that appears on hover or focus is dismissable, hoverable, and persistent.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA)	Supports	More than one way is available to locate web pages. Aside from pages that are steps or results of a process, each web page can be reached through global navigation, links in article text, and website search.
2.4.6 Headings and Labels (Level AA)	Partially supports	The majority of headings and labels appropriately describe the topic or purpose of their related content, with some exceptions. These include: **Homepage - Popular eTextbooks** • Author details are not included as part of link phrase **Reviews - Pagination** • Links have vague accessible names **Search Results - Subjects filter** • Buttons have vague accessible names—do not indicate that these act as filters **Search Results - Pagination** • Links have vague accessible names **Product page - How it works** • Play Video button—a vague accessible name does not indicate what the video content is **Cart - Other items you might need** • Multiple identical accessible names (Add to cart) are present **Coupons** • Name of info icon could be improved
2.4.7 Focus Visible (Level AA)	Supports	All keyboard operable user interface components provide a visible keyboard focus indicator.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) Does not apply to:	Partially supports	Most focusable elements can receive focus without being obscured, with the following exceptions:

Criteria	Conformance Level	Remarks and Explanations
• EN 301 549 • Revised Section 508		**Common - Header - Top header - Regional Store selector** • Menu items in the region selector are covered by a panel that seeks confirmation of region change
2.5.7 Dragging Movements (Level AA 2.2 only) Does not apply to: • EN 301 549 • Revised Section 508	Supports	All author-defined functionality which uses pointer dragging movements can be operated with a single pointer without dragging movements.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) Does not apply to: • EN 301 549 • Revised Section 508	Supports	All author-sized pointer targets have a minimum target size of 24 by 24 CSS pixels.
3.1.2 Language of Parts (Level AA)	Partially supports	On most pages in the website, the human language of each passage or phrase in the content can be programmatically determined, with some exceptions. These include: **Country Selector page** • Language labels in local language spelling lack the appropriate language attributes
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational mechanisms that are repeated on multiple pages occur in the same relative order.
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality within a set of pages are identified consistently.
3.3.3 Error Suggestion (Level AA)	Supports	For all automatically detected input errors where suggestions for correction are known, the suggestions are provided to the user.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Financial transaction pages automatically check for input errors and give users an opportunity to correct them.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	All authentication processes do not require cognitive function tests.

Criteria	Conformance Level	Remarks and Explanations
Does not apply to: • EN 301 549 • Revised Section 508		
4.1.3 Status Messages (Level AA 2.1 and 2.2 only) Does not apply to Revised Section 508.	Partially supports	Most status messages can be presented to the user by assistive technologies without receiving focus, with some exceptions. These include: **Cart - Purchase order request** • Error messages are not conveyed to assistive technology users when a submission is incorrect

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 • 1.2.3 Audio Description or Media Alternative (Prerecorded) • 1.2.5 Audio Description (Prerecorded) • 1.3.1 Info and Relationships • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.6 Headings and Labels • 3.1.2 Language of Parts • 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: • 1.4.1 Use of Color • 1.4.3 Contrast (Minimum) • 1.4.4 Resize Text
302.3 Without Perception of Color	Partially supports	Supports with the exceptions documented in the following WCAG section: 1.4.1 Use of Color
302.4 Without Hearing	Supports	The product does not require user hearing. As noted in WCAG section 1.2.2, captions are provided for a video.
302.5 With Limited Hearing	Supports	The product does not require user hearing. As noted in WCAG section 1.2.2, captions are provided for a video.
302.6 Without Speech	Supports	The product does not require user speech.
302.7 With Limited Manipulation	Partially supports	Supports with the exceptions documented in the following WCAG section: 2.4.3 Focus Order

Criteria	Conformance Level	Remarks and Explanations
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	Partially supports	Supports with the exceptions listed in 302.1 Without Vision.

Chapter 4: Hardware

Notes: Not applicable. VitalSource Store is not a hardware product.

Chapter 5: Software

Notes: Not applicable. VitalSource Store is not a software product and does not have authoring tool functionality.

Chapter 6: Support Documentation and Services

Notes: Not applicable. VitalSource Store does not have documentation or support services.

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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 • 1.2.3 Audio Description or Media Alternative (Prerecorded) • 1.2.5 Audio Description (Prerecorded) • 1.3.1 Info and Relationships • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.6 Headings and Labels • 3.1.2 Language of Parts • 4.1.2 Name, Role, Value • 4.1.3 Status Messages
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: • 1.4.1 Use of Color • 1.4.3 Contrast (Minimum) • 1.4.4 Resize Text • 1.4.10 Reflow • 1.4.12 Text Spacing
4.2.3 Usage without perception of colour	Partially supports	Supports with the exceptions documented in the following WCAG section: 1.4.1 Use of Color

4.2.4 Usage without hearing	Supports	The product does not require user hearing. As noted in WCAG section 1.2.2, captions are provided for a video.
4.2.5 Usage with limited hearing	Supports	The product does not require user hearing. As noted in WCAG section 1.2.2, captions are provided for a video.
4.2.6 Usage with no or limited vocal capability	Supports	The product does not require user speech.
4.2.7 Usage with limited manipulation or strength	Partially supports	Supports with the exceptions documented in the following WCAG section: 2.4.3 Focus Order
4.2.8 Usage with limited reach	Supports	The product is usable with limited reach. The product does not include hardware relevant for this criterion.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not have flashing content.
4.2.10 Usage with limited cognition, language or learning	Partially supports	Supports with the exceptions listed in 4.2.1 Usage Without Vision, and the additional exception documented in the following WCAG section: 1.4.12 Text Spacing
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		
5.1.2 General		
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access		
5.1.3.1 Audio output of visual information	Not applicable	The product does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not applicable	The product does not have closed functionality.
5.1.3.3 Auditory output correlation	Not applicable	The product does not have closed functionality.
5.1.3.4 Speech output user control	Not applicable	The product does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not applicable	The product does not have closed functionality.

5.1.3.6 Speech output for non-text content	Not applicable	The product does not have closed functionality.
5.1.3.7 Speech output for video information	Not applicable	The product does not have closed functionality.
5.1.3.8 Masked entry	Not applicable	The product does not have closed functionality.
5.1.3.9 Private access to personal data	Not applicable	The product does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not applicable	The product does not have closed functionality.
5.1.3.11 Private listening volume	Not applicable	The product does not have closed functionality.
5.1.3.12 Speaker volume	Not applicable	The product does not have closed functionality.
5.1.3.13 Volume reset	Not applicable	The product does not have closed functionality.
5.1.3.14 Spoken languages	Not applicable	The product does not have closed functionality.
5.1.3.15 Non-visual error identification	Not applicable	The product does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	The product does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not applicable	The product does not have closed functionality.
5.1.5 Visual output for auditory information	Not applicable	The product does not have closed functionality.
5.1.6 Operation without keyboard interface		
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not applicable	The product does not have closed functionality.
5.1.7 Access without speech	Not applicable	The product does not have closed functionality.
5.2 Activation of accessibility features	Not applicable	The product does not have accessibility features that require activation.
5.3 Biometrics	Not applicable	The product does not use biometrics to identify the user or to control the product.
5.4 Preservation of accessibility information during conversion	Not applicable	The product does not convert content into other formats.

5.5 Operable parts		
5.5.1 Means of operation	Not applicable	The product does not have operable parts that require grasping, pinching, or twisting of the wrist to operate.
5.5.2 Operable parts discernibility	Supports	On-screen controls, such as buttons, are distinguishable without user vision.
5.6 Locking or toggle controls		
5.6.1 Tactile or auditory status	Supports	Checkboxes and disclosure widgets provide toggle status programmatically to assistive technology.
5.6.2 Visual status	Supports	Checkboxes and disclosure widgets provide their toggle status visually.
5.7 Key repeat	Not applicable	The product does not implement its own key repeat function.
5.8 Double-strike key acceptance	Not applicable	The product does not provide its own keyboard or keypad.
5.9 Simultaneous user actions	Supports	The product does not require simultaneous user actions. The product is compatible with system settings for sequential key presses, such as Sticky Keys.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not applicable. VitalSource Store does not provide two-way voice communication.

Chapter 7: ICT with Video Capabilities

Notes: VitalSource Store contains one promotional video with an embedded video player.

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology		
7.1.1 Captioning playback	Supports	The video player displays closed captions.
7.1.2 Captioning synchronization	Supports	The product preserves caption synchronization during video playback.
7.1.3 Preservation of captioning	Not applicable	This product does not transmit, convert, or record video.
7.1.4 Captions characteristics	Supports	Supports via embedded YouTube player settings.

7.1.5 Spoken subtitles	Supports	The product does not contain video with foreign language subtitles. For a video with closed captions in the same language as the audio track, the audio track itself provides the spoken output.
7.2.1 Audio description playback	Does not support	The embedded video player does not provide audio description playback.
7.2.2 Audio description synchronization	Not applicable	The video player does not provide audio description.
7.2.3 Preservation of audio description	Not applicable	This product does not transmit, convert, or record video.
7.3 User controls for captions and audio description	Supports	The video player provides controls for enabling closed captions at the same level as the play/pause controls.

Chapter 8: Hardware

Notes: Not applicable. VitalSource Store is not a hardware product.

Chapter 9: Web (see WCAG 2.0, 2.1, and 2.2 section)

Notes: Refer to the conformance statements in the WCAG chapters.

Chapter 10: Non-Web Documents

Notes: Not applicable. VitalSource Store has no non-web documents.

Chapter 11: Software

Notes: Not applicable. VitalSource Store is not a software product and does not have authoring tool functionality.

Chapter 12: Documentation and Support Services

Notes: Not applicable. VitalSource Store does not have documentation or support services.

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not applicable. VitalSource Store does not provide relay or emergency service access.

Legal disclaimer

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