

# Gale Accessibility Conformance Report

## International Edition

VPAT® Version 2.2

**Name of Product:** Biography and Genealogy Master Index

Part of the Gale Directory Library Platform

**Date:** August 2020

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**Evaluation Methods Used:** Internal testing was conducted using the AXE and WAVE tools and manually tested using Non-Visual Desktop Access (NVDA) screen reader and JAWS on Firefox and Chrome.

Third party testing with a non-sighted user was conducted using the following OS/Browser/Screen Reader combinations:

Win 10/IE 11/Jaws 2018

Win 10/ Chrome 74/ JAWS 2018

Win 10/FF/ NVDA

Mac OS/Safari/VoiceOver

# 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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes / No ) Level AA (Yes / No ) Level AAA (Yes / No )
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	(Yes / No )
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	(Yes / 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.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- 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: Conformance Criteria, Level A - *Click to show or hide table data***

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1 (Web)</li> <li>• 10.2.1 (non-web document)</li> <li>• 11.2.1.1 (Software)</li> <li>• 11.2.2.1 (Closed Functionality Software)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Form controls without visible labels use aria-labels to communicate purpose and those with visible labels use aria to associate label and input. All non-text UI elements use either title, alt or aria to communicate purpose/describe.</p> <p>Electronic Docs: Images contain title links or alt-text.</p>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2 (Web)</li> <li>• 10.2.2 (non-web document)</li> <li>• 11.2.1.2 (Software)</li> <li>• 11.2.2.2 (Closed Software)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Web components do not include any audio-only or video-only content.</p> <p>Electronic Docs: Content does not include any audio-only or video-only content.</p>
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p>	<p>Web: Supports</p>	<p>Web: No web components include video</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3 (Web)</li> <li>• 10.2.3 (non-web document)</li> <li>• 11.2.1.3 (Software)</li> <li>• 11.2.2.3 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Electronic Docs: Supports	Electronic Docs: No documents include video
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4 (Web)</li> <li>• 10.2.4 (non-web document)</li> <li>• 11.2.1.4 (Software)</li> <li>• 11.2.2.4 (Closed Software)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No web components include audio</p> <p>Electronic Docs: No documents include audio</p>
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.7 (Web)</li> <li>• 10.2.7 (non-web document)</li> <li>• 11.2.1.7 (Software)</li> <li>• 11.2.2.7 (Closed Software)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product features a logically nested header structure, and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page. Form labels and controls are properly labeled and associated.</p> <p>Electronic Docs: Directory content uses header and aria tagging to communicate content structure and provide navigational landmarks</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.8 (Web)</li> <li>• 10.2.8 (non-web document)</li> <li>• 11.2.1.8 (Software)</li> <li>• 11.2.2.8 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product uses tab order and page structure to ensure the content is encountered in a meaningful sequence.</p> <p>Electronic Docs: Content is presented in meaningful sequence, using header tagging to structure the documents.</p>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.9 (Web)</li> <li>• 10.2.9 (non-web document)</li> <li>• 11.2.1.9 (Software)</li> <li>• 11.2.2.9 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: When product uses shape or size to convey meaning, it also uses labels to describe that element.</p> <p>Electronic Docs: Documents in the product do not use size or shape to convey meaning.</p>
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.10 (Web)</li> <li>• 10.2.10 (non-web document)</li> <li>• 11.2.1.10 (Software)</li> <li>• 11.2.2.10 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: When product uses color to convey meaning, it also uses labels to describe that element.</p> <p>Electronic Docs: Documents in the product do not use color to convey meaning.</p>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to:</p>	<p>Web: Supports</p>	<p>Web: Product does not include any auto-playing audio</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.11 (Web)</li> <li>• 10.2.11 (non-web document)</li> <li>• 11.2.1.11 (Software)</li> <li>• 11.2.2.11 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Electronic Docs: Supports	Electronic Docs: Product does not include any auto-playing audio
<u>2.1.1 Keyboard</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.15 (Web)</li> <li>• 10.2.15 (non-web document)</li> <li>• 11.2.1.15 (Software)</li> <li>• 11.2.2.15 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: This product can be navigated using only keyboard commands.  Electronic Docs: Documents support keyboard commands, and content navigation with keyboard controls.
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.16 (Web)</li> <li>• 10.2.16 (non-web document)</li> <li>• 11.2.1.16 (Software)</li> <li>• 11.2.2.16 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Product does not include any keyboard traps  Electronic Docs: Documents in product do not include any keyboard traps
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria	Web: Supports  Electronic Docs: Supports	Web: No time limits are set for content  Electronic Docs: No time limits are set for content

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.2.17 (Web)</li> <li>• 10.2.17 (non-web document)</li> <li>• 11.2.1.17 (Software)</li> <li>• 11.2.2.17 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.18 (Web)</li> <li>• 10.2.18 (non-web document)</li> <li>• 11.2.1.18 (Software)</li> <li>• 11.2.2.18 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Product contains no moving, blinking, scrolling or auto-updating information.  Electronic Docs: Documents contain no moving, blinking, scrolling or auto-updating information.
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.19 (Web)</li> <li>• 10.2.19 (non-web document)</li> <li>• 11.2.1.19 (Software)</li> <li>• 11.2.2.19 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Product does not contain anything that flashes  Electronic Docs: Documents do not contain anything that flashes
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.20 (Web)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Product features a logically nested header structure and uses a combination of HTML and ARIA semantic elements to communicate the structure of the

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.2.20 (non-web document) – Does not apply</li> <li>• 11.2.1.20 (Software) – Does not apply</li> <li>• 11.2.2.20 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		<p>page and allow the user to bypass blocks. Product also features as “Skip to main content” link</p> <p>Electronic Docs: Documents features a logically nested header structure and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page.</p>
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.21 (Web)</li> <li>• 10.2.21 (non-web document)</li> <li>• 11.2.1.21 (Software) - Does not apply</li> <li>• 11.2.2.21 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product uses page titles following the schema of &lt;Product Name&gt; - &lt;Page type&gt; - &lt;detail&gt;</p> <p>Electronic Docs: Document titles are reflected in the page HTML and on various parts of the document details page.</p>
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.22 (Web)</li> <li>• 10.2.22 (non-web document)</li> <li>• 11.2.1.22 (Software)</li> <li>• 11.2.2.22 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Support</p>	<p>Web: Elements can be navigated sequentially and receive visual focus.</p> <p>Electronic Docs: Documents can be navigated sequentially and receive properly focus.</p>
<p><b>2.4.4 Link Purpose (EBooks)</b> (Level A)</p> <p>Also applies to:</p>	<p>Web: Supports</p>	<p>Web: Links have a description of their purpose or target destination</p>



Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.23 (Web)</li> <li>• 10.2.23 (non-web document)</li> <li>• 11.2.1.23 (Software)</li> <li>• 11.2.2.23 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Electronic Docs: Supports	Electronic Docs: Interlinking within documents is accompanied by text explaining that it is a list of related articles.
<a href="#">3.1.1 Language of Page</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.27 (Web)</li> <li>• 10.2.27 (non-web document)</li> <li>• 11.2.1.27 (Software)</li> <li>• 11.2.2.27 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: The language is set in the header of each page.  Electronic Docs: Language Translate feature specifies what language content is switched into.
<a href="#">3.2.1 On Focus</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.29 (Web)</li> <li>• 10.2.29 (non-web document)</li> <li>• 11.2.1.29 (Software)</li> <li>• 11.2.2.29 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Product uses activate rather than focus to initiate changes of context  Electronic Docs: No items in documents initiate a change of context on focus
<a href="#">3.2.2 On Input</a> (Level A) Also applies to: EN 301 549 Criteria	Web: Supports	Web: When a change of context is made on input, the user is informed of the state change (expanded, collapsed, etc).

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.2.30 (Web)</li> <li>• 10.2.30 (non-web document)</li> <li>• 11.2.1.30 (Software)</li> <li>• 11.2.2.30 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Electronic Docs: Supports	Electronic Docs: When a change of context is made on input, the user is informed of the state change (expanded, collapsed, etc).
<b>3.3.1 Error Identification</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.33 (Web)</li> <li>• 10.2.33 (non-web document)</li> <li>• 11.2.1.33 (Software)</li> <li>• 11.2.2.33 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: When the product generates an error message, it uses aria-live to make sure the message is communicated to assistive technology  Electronic Docs: Adequate error messages are given when content is unable to be retrieved.
<b>3.3.2 Labels or Instructions</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.34 (Web)</li> <li>• 10.2.34 (non-web document)</li> <li>• 11.2.1.34 (Software)</li> <li>• 11.2.2.34 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Forms and controls have proper labeling, fieldsets and grouping.  Electronic Docs: none of the content in product includes user inputs.
<b>4.1.1 Parsing</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.37 (Web)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Most form elements contain duplicate ID's but otherwise product has complete element tagging, nesting and unique IDs with few exceptions.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>10.2.37 (non-web document)</li> <li>11.2.1.37 (Software)</li> <li>11.2.2.37 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		Electronic Docs: Documents have complete element tagging, nesting and unique IDs.
<b>4.1.2 Name, Role, Value</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.38 (Web)</li> <li>10.2.38 (non-web document)</li> <li>11.2.1.38 (Software)</li> <li>11.2.2.38 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Forms and controls are labeled using a combination of HTML and ARIA attributes. <role> is used to identify various components  Electronic Docs: Components with documents can be programmatically determined

**Table 2: Conformance Criteria, Level AA - *Click to show or hide table data***

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>1.2.4 Captions (Live)</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5 (Web)</li> <li>10.2.5 (non-web document)</li> <li>11.2.1.5 (Software)</li> <li>11.2.2.5 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Product does not contain live audio content  Electronic Docs: Documents do not contain live audio content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.6 (Web)</li> <li>10.2.6 (non-web document)</li> <li>11.2.1.6 (Software)</li> <li>11.2.2.6 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Web components do not include any audio-only or video-only content.</p> <p>Electronic Docs: Content does not include any audio-only or video-only content.</p>
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.12 (Web)</li> <li>10.2.12 (non-web document)</li> <li>11.2.1.12 (Software)</li> <li>11.2.2.12 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Color contrast on all elements is 4.5:1 or greater.</p> <p>Electronic Docs: Color contrast on all elements is 4.5:1 or greater</p>
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.13 (Web)</li> <li>10.2.13 (non-web document)</li> <li>11.2.1.13 (Software)</li> <li>11.2.2.13 (Closed Software)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product uses CSS in a way that allows for text to easily be resized</p> <p>Electronic Docs: Documents use CSS in a way that allows for text to easily be resized. Document text size can be adjusted by the text resizing tool at the top of each document.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.14 (Web)</li> <li>• 10.2.14 (non-web document)</li> <li>• 11.2.1.14 (Software)</li> <li>• 11.2.2.14 (Closed Software)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Does not include any images of text.</p> <p>Electronic Docs: Does not include any images of text.</p>
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.24 (Web)</li> <li>• 10.2.24 (non-web document) – Does not apply</li> <li>• 11.2.1.24 (Software) – Does not apply</li> <li>• 11.2.2.24 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product includes multiple navigational workflows, including a search function capable of returning all content.</p> <p>Electronic Docs: Documents are the result of the process of searching.</p>
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.25 (Web)</li> <li>• 10.2.25 (non-web document)</li> <li>• 11.2.1.25 (Software)</li> <li>• 11.2.2.25 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product features a logically nested header structure, and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page. Form labels and controls are properly labeled and associated.</p> <p>Electronic Docs: Documents have headings within the text.</p>
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p>	<p>Web: Supports</p>	<p>Web: Product shows visual focus on all elements.</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.26 (Web)</li> <li>• 10.2.26 (non-web document)</li> <li>• 11.2.1.26 (Software)</li> <li>• 11.2.2.26 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Electronic Docs: Supports	Electronic Docs: Documents show focus on all elements
<b>3.1.2 Language of Parts</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.28 (Web)</li> <li>• 10.2.28 (non-web document)</li> <li>• 11.2.1.28 (Software) – Does not apply</li> <li>• 11.2.2.28 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Product updates <lang> tags to reflect the translation of UI.  Electronic Docs: Product updates <lang> tags to reflect the translation of a document.
<b>3.2.3 Consistent Navigation</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.31 (Web)</li> <li>• 10.2.31 (non-web document) – Does not apply</li> <li>• 11.2.1.31 (Software) – Does not apply</li> <li>• 11.2.2.31 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Main navigational header is consistent across the product, as are the search filters and document tools  Electronic Docs: There are no navigational mechanisms within documents aside from the table of contents for Gale Directory titles.
<b>3.2.4 Consistent Identification</b> (Level AA) Also applies to: EN 301 549 Criteria	Web: Supports  Electronic Docs: Supports	Web: All components that share functionality within the product are consistently identified

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.2.32 (Web)</li> <li>• 10.2.32 (non-web document) – Does not apply</li> <li>• 11.2.1.32 (Software) – Does not apply</li> <li>• 11.2.2.32 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		Electronic Docs: Documents are identified consistently
<b>3.3.3 Error Suggestion</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.35 (Web)</li> <li>• 10.2.35 (non-web document)</li> <li>• 11.2.1.35 (Software)</li> <li>• 11.2.2.35 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Error messages use aria-live to alert the user when there is an error, and what needs to be done to correct it.  Electronic Docs: No error messages exist in documents
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.36 (Web)</li> <li>• 10.2.36 (non-web document)</li> <li>• 11.2.1.36 (Software)</li> <li>• 11.2.2.36 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Product does not contain any of the applicable conditions  Electronic Docs: documents do not contain any of the applicable conditions

**Table 3: Conformance Criteria, Level AAA - *Click to show or hide table data***

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)  Also applies to:  EN 301 549 Criteria– Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">1.4.6 Contrast Enhanced</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">1.4.8 Visual Presentation</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">1.4.9 Images of Text (No Exception) Control</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply</p>	Web:	Web:



Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		
<a href="#">2.2.3 No Timing</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">2.2.4 Interruptions</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">2.2.5 Re-authenticating</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">2.3.2 Three Flashes</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">2.4.8 Location</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">2.4.10 Section Headings</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">3.1.3 Unusual Words</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">3.1.4 Abbreviations</a> (Level AAA) Also applies to:	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
<a href="#">3.1.5 Reading Level</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">3.1.6 Pronunciation</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">3.2.5 Change on Request</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">3.3.5 Help</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:

## 2017 Section 508 Report -

***Click to show or hide 2017 Section 508 tables (section headings will remain)***

Notes:

## Chapter 3: Functional Performance Criteria - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Web: Supports Electronic Docs: Supports	<p>Web: This product uses aria-labels to communicate purpose of inputs and controls. Headers, ARIA roles and regions are used to communicate information about the page's structure. All non-text UI elements use either title, alt or aria to communicate purpose/describe.</p> <p>Electronic Docs: content is broadly accessible to users without vision.</p>
302.2 With Limited Vision	Web: Supports Electronic Docs: Supports	<p>Web: The UI does not interfere with the user's ability to resize text, zoom, disable css, insert fonts or change contrast of the interface.</p> <p>Electronic Docs: The product does not interfere with the user's ability to resize text, zoom, disable css, insert fonts or change contrast of the documents. Additionally, a text resizing tool is available that can increase the font size of just the document without distorting the UI.</p>
302.3 Without Perception of Color	Web: Supports Electronic Docs: Supports	<p>Web: The UI does not convey information or meaning using color only. Whenever color is used to convey information, it is paired with an alternative method of conveyance.</p> <p>Electronic Docs: Broadly, documents do not convey information or meaning using color only. There exists some exceptions within charts, graphs and infographics embedded within articles that may convey information with color only.</p>
302.4 Without Hearing	Web: Supports Electronic Docs: Support	Web: The UI does not include any elements that require hearing to use.

Criteria	Conformance Level	Remarks and Explanations
		Electronic Docs: Product contains no video or audio.
302.5 With Limited Hearing	Web: Supports Electronic Docs: Supports	Web: The UI does not include any elements that require hearing to use.  Electronic Docs: product contains no audio
302.6 Without Speech	Web: Supports Electronic Docs: Supports	Web: UI does not have any elements that require speech. Electronic Docs: Content does not have any elements or features that require speech
302.7 With Limited Manipulation	Web: Supports Electronic Docs: Supports	Web: Nearly all UI elements are usable with a keyboard only. Electronic Docs: Documents are presented in an AT friendly HTML format with semantic tagging to give them structure.
302.8 With Limited Reach and Strength	Web: Supports Electronic Docs: Supports	Web: Nearly all UI elements are usable with a keyboard only, except for highlights & notes. Electronic Docs: Documents are presented in an AT friendly HTML format.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Supports Electronic Docs: Supports	Web: This product uses concise labels, uncluttered layouts and avoids jargon whenever possible. Text can be resized to assist readers, and uses a sans-serif font for readability and dyslexia. Electronic Docs: The documents are written at a variety of levels.

## Chapter 4: Hardware - *Click to show or hide table data*

Notes: Deleted, Gale provides only web/software products

## Chapter 5: Software - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
501 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features		
502.2.2 No Disruption of Accessibility Features		
502.3 Accessibility Services		
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification		
502.4 Platform Accessibility Features		
503 Applications		
503.2 User Preferences		
503.3 Alternative User Interfaces		
503.4 User Controls for Captions and Audio Description.		
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
504 Authoring Tools		
504.2 Content Creation or Editing	See <a href="#">WCAG 2.0</a> section	

Criteria	Conformance Level	Remarks and Explanations
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion		
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

## Chapter 6: Support Documentation and Services - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Partially Supports	Product does not include any unique accessibility commands outside of the standard cursor keys, tab+shift-tab, enter and spacebar.
602.3 Electronic Support Documentation	Level A: Supports Level AA: Supports	The electronic support documentation available on support.gale.com complies with WCAG standards.
602.4 Alternate Formats for Non-Electronic Support Documentation	Partially supports	On request, Gale will attempt to provide support materials in alternative formats.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	Accessibility features for platform are listed on Gale policy page.
603.3 Accommodation of Communication Needs	Supports	Gale commonly uses a single direct point of contact for its technical and customer care support services.

## EN 301 549 Report -

**Click to show or hide EN 301 549 tables (chapter headings will remain)**

Notes:

**Chapter 4: [4.2 Functional Performance Statements](#)** - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision		
4.2.2 Usage with limited vision		
4.2.3 Usage without perception of colour		
4.2.4 Usage without hearing		
4.2.5 Usage with limited hearing		
4.2.6 Usage without vocal capability		
4.2.7 Usage with limited manipulation or strength		
4.2.8 Usage with limited reach		
4.2.9 Minimize photosensitive seizure triggers		
4.2.10 Usage with limited cognition		
4.2.11 Privacy		

**Chapter 5: [Generic Requirements](#)** - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality		
5.1.2 General		
5.1.2.2 Assistive technology		
5.1.3 Non-visual access		
5.1.3.1 General		

Criteria	Conformance Level	Remarks and Explanations
5.1.3.2 Auditory output delivery including speech		
5.1.3.3 Auditory output correlation (informative)		
5.1.3.4 Speech output user control		
5.1.3.5 Speech output automatic interruption		
5.1.3.6 Speech output for non-text content		
5.1.3.7 Speech output for video information		
5.1.3.8 Masked entry		
5.1.3.9 Private access to personal data		
5.1.3.10 Non-interfering audio output		
5.1.3.11 Private listening		
5.1.3.12 Speaker volume		
5.1.3.13 Volume reset		
5.1.3.14 Spoken languages		
5.1.3.15 Non-visual error identification		
5.1.3.16 Receipts, tickets, and transactional outputs		
5.1.4 Functionality closed to text enlargement		
5.1.5 Visual output for auditory information		
5.1.6 Operation without keyboard interface		
5.1.6.1 Closed functionality		
5.1.6.2 Input focus		
5.2 Activation of accessibility features		
5.3 Biometrics		
5.4 Preservation of accessibility information during conversion		
5.5 Operable parts		
5.5.1 Means of operation		
5.5.2 Operable parts discernibility		
5.6 Locking or toggle controls		
5.6.1 Tactile or auditory status		
5.6.2 Visual status		



Criteria	Conformance Level	Remarks and Explanations
5.7 Key repeat		
5.8 Double-strike key acceptance		
5.9 Simultaneous user actions		

**Chapter 6: [ICT with Two-Way Voice Communication](#)** - *Click to show or hide table data*

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech (informative)		
6.2 Real-time text (RTT) functionality		
6.2.1.1 RTT communication		
6.2.1.2 Concurrent voice and text		
6.2.2.1 Visually distinguishable display		
6.2.2.2 Programmatically determinable send and receive direction		
6.2.3 Interoperability		
6.2.4 Real-time text responsiveness		
6.3 Caller ID		
6.4 Alternatives to voice-based services		
6.5 Video communication		
6.5.1 General (informative)		
6.5.2 Resolution		
6.5.3 Frame rate		
6.5.4 Synchronization between audio and video		
6.6 Alternatives to video-based services (informative)		

**Chapter 7: [ICT with Video Capabilities](#)** - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology		
7.1.1 Captioning playback		

Criteria	Conformance Level	Remarks and Explanations
7.1.2 Captioning synchronization		
7.1.3 Preservation of captioning		
7.2.1 Audio description playback		
7.2.2 Audio description synchronization		
7.2.3 Preservation of audio description		
7.3 User controls for captions and audio description		

## Chapter 8: [Hardware](#) - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements		
8.1.2 Standard connections		
8.1.3 Colour		
8.2 Hardware products with speech output		
8.2.1.1 Speech volume range		
8.2.1.2 Incremental volume control		
8.2.2.1 Fixed-line devices		
8.2.2.2 Wireless communication devices		
8.3 Physical access to ICT		
8.3.2.1 Change in level		
8.3.2.2 Clear floor or ground space		
8.3.2.3.1 General		
8.3.2.3.2 Forward approach		
8.3.2.3.3 Parallel approach		
8.3.2.4 Knee and toe clearance width		
8.3.2.5 Toe clearance		
8.3.2.6 Knee clearance		
8.3.3.1.1 Unobstructed high forward reach		

Criteria	Conformance Level	Remarks and Explanations
8.3.3.1.2 Unobstructed low forward reach		
8.3.3.1.3.1 Clear floor space		
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach		
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach		
8.3.3.2.1 Unobstructed high side reach		
8.3.3.2.2 Unobstructed low side reach		
8.3.3.2.3.1 Obstructed (≤255 mm) side reach		
8.3.3.2.3.2 Obstructed (≤610 mm) side reach		
8.3.4 Visibility		
8.3.5 Installation instructions		
8.4 Mechanically Operable parts		
8.4.1 Numeric keys		
8.4.2.1 Means of Operation of mechanical parts		
8.4.2.2 Force of operation of mechanical parts		
8.4.3 Keys, tickets and fare cards		
8.5 Tactile indication of speech mode		

## Chapter [9: Web](#) (see WCAG 2.0 section below)

Notes:

## Chapter [10: Non-web Documents](#) - Click to show or hide table data

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.1 General		
10.2 Document success criteria		
10.2.1 through 10.2.38	See <a href="#">WCAG 2.0</a> section	
10.2.39 Caption positioning		
10.2.40 Audio description timing		

## Chapter [11: Software](#) - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See <a href="#">WCAG 2.0</a> section	
11.2.2 Software success criteria (closed functionality)	See <a href="#">WCAG 2.0</a> section	
11.3 Interoperability with assistive technology		
11.3.1 Closed functionality (informative)		
11.3.2 Accessibility services		
11.3.2.1 Platform accessibility service support for software that provides a user interface		
11.3.2.2 Platform accessibility service support for assistive technologies		
11.3.2.3 Use of accessibility services		
11.3.2.4 Assistive technology		
11.3.2.5 Object information		
11.3.2.6 Row, column, and headers		
11.3.2.7 Values		
11.3.2.8 Label relationships		
11.3.2.9 Parent-child relationships		
11.3.2.10 Text		
11.3.2.11 List of available actions		
11.3.2.12 Execution of available actions		
11.3.2.13 Tracking of focus and selection attributes		
11.3.2.14 Modification of focus and selection attributes		
11.3.2.15 Change notification		
11.3.2.16 Modifications of states and properties		
11.3.2.17 Modifications of values and text		
11.4 Documented accessibility usage		
11.4.1 User control of accessibility features		
11.4.2 No disruption of accessibility features		

Criteria	Conformance Level	Remarks and Explanations
11.5 User preferences		
11.6 Authoring tools		
11.6.2 Accessible content creation		
11.6.3 Preservation of accessibility information in transformations		
11.6.4 Repair assistance		
11.6.5 Templates		

**Chapter [12: Documentation and Support Services](#)** - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation		
12.1.1 Accessibility and compatibility features		
12.1.2 Accessible documentation		
12.2 Support Services		
12.2.2 Information on accessibility and compatibility features		
12.2.3 Effective communication		
12.2.4 Accessible documentation		

**Chapter [13: ICT Providing Relay or Emergency Service Access](#)** - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements		
13.1.2 Text relay services		
13.1.3 Sign relay services		
13.1.4 Lip-reading relay services		
13.1.5 Captioned telephony services		
13.1.6 Speech to speech relay services		

Criteria	Conformance Level	Remarks and Explanations
13.2 Access to relay services		
13.3 Access to emergency services		

## Legal Disclaimer (Company)

*Include your company legal disclaimer here, if needed*