# Gale Accessibility Conformance Report Based on Voluntary Product Accessibility Template® (VPAT®)1

**VPAT Version 2.0 Beta 2**

## Name of Product: Gale in Context Family of Products including:

## **Global Issues in Context, World History in Context, US History in Context, Science in Context, Opposing Viewpoints in Context, Student Resources in Context, Biography in Context, Canada in Context, Research in Context**

## Date: 10/10/2017

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## Notes: Testing was conducted using Deque System’s automated AXE tool and manually tested using Non-Visual Desktop Access (NVDA) screen reader software.

## Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guideline:

|  |  |
| --- | --- |
| Standard/Guideline | Included In Report |
| Web Content Accessibility Guidelines 2.0, at [*http://www.w3.org/TR/2008/REC-WCAG20-20081211/*](http://www.w3.org/TR/2008/REC-WCAG20-20081211/) | Level A ✓  Level AA ✓  Level AAA❑ |
| Section 508 as published in 2017, at [*http://www.Section508.gov*](http://www.section508.gov/) | ✓ |
| EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at [*http://mandate376.standards.eu/standard*](http://mandate376.standards.eu/standard) | ❑ |

## Table Information

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product with regard to the criteria and the third column contains any additional remarks and explanations regarding the product.

* By default the table information is showing. This information can be hidden by clicking “Click to show or hide table data”. This allows users to hide information so they see only the sections they need.
* When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
* When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

## 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 criteria without known defects or meets with equivalent facilitation.
* **Supports with Exceptions**: Some functionality of the product does not meet the criteria.
* **Does Not Support**: Majority of functionality of the product does not meet the criteria.
* **Not Applicable**: The criteria are not relevant to the product.
* **Not Evaluated**: The product has not been evaluated against the criteria. This can be used only with WCAG 2.0 Level AAA.

## WCAG 2.0 Report -

Tables 1 and 2 also documents 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).

Table 4 documents the WCAG conformance statements:

* WCAG
* EN 304 549: Chapter 9 - Web

### Table 1: Conformance Criteria, Level A -

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| **[1.1.1 Non-text Content](http://www.w3.org/TR/WCAG20/" \l "text-equiv-all)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.1 (Web) * 10.2.1 (non-web document) * 11.2.1.1 (Software) * 11.2.2.1 (Closed Functionality Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports with exception  Electronic Docs: Supports with exception  Supports | | Web: All UI elements have alt text but some form controls do not have proper labels  Electronic Docs: Some tables, charts and graphs do not have a text alternative. |
| **[1.2.1 Audio-only and Video-only (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-av-only-alt)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.2 (Web) * 10.2.2 (non-web document) * 11.2.1.2 (Software) * 11.2.2.2 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Does not support | | Web: Web components do not include any audio-only or video-only content  Electronic Docs: Audio only content (podcasts) are hosted by 3rd parties and cannot guarantee a transcript.  Video content includes 3rd party content and cannot guarantee an audio description. |
| **[1.2.2 Captions (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-captions)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.3 (Web) * 10.2.3 (non-web document) * 11.2.1.3 (Software) * 11.2.2.3 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports with exceptions | | Web: No web components include video  Electronic Docs: Audio and video content can’t guarantee captions, as many are hosted by third parties. However, many videos hosted by Gale have closed captioning. |
| **[1.2.3 Audio Description or Media Alternative (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-audio-desc)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.4 (Web) * 10.2.4 (non-web document) * 11.2.1.4 (Software) * 11.2.2.4 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Does not support | | Web: No web components include video or audio  Electronic Docs: Audio only content (podcasts) are hosted by 3rd parties and cannot guarantee a transcript.  Video content includes 3rd party content and cannot guarantee an audio description. |
| **[1.3.1 Info and Relationships](http://www.w3.org/TR/WCAG20/" \l "content-structure-separation-programmatic)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.7 (Web) * 10.2.7 (non-web document) * 11.2.1.7 (Software) * 11.2.2.7 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Supports with exceptions | | Web: Product uses ARIA landmarks to identify regions of the page. Not all form controls have proper ARIA role/labels, but some do. Some form labels are missing, and radio buttons need to be grouped into fieldsets. Header structure doesn’t represent relationships well.  Electronic Docs: Tables and graphs do not have proper row/column associations. Content does not have semantic header structure within the page structure. |
| **[1.3.2 Meaningful Sequence](http://www.w3.org/TR/WCAG20/" \l "content-structure-separation-sequence)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.8 (Web) * 10.2.8 (non-web document) * 11.2.1.8 (Software) * 11.2.2.8 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports with exception | | Web: Product uses tab order and page structure to ensure the content is encountered in a meaningful sequence.  Electronic Docs: Documents are presented in meaningful sequence, but there is no markup allowing it to be navigated based on that sequence. |
| **[1.3.3 Sensory Characteristics](http://www.w3.org/TR/WCAG20/" \l "content-structure-separation-understanding)**  (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.9 (Web) * 10.2.9 (non-web document) * 11.2.1.9 (Software) * 11.2.2.9 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: When product uses shape or size to convey meaning, it also uses labels to describe that element.  Electronic Docs: Documents in the product do not use size or shape to convey meaning. |
| **[1.4.1 Use of Color](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-without-color)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.10 (Web) * 10.2.10 (non-web document) * 11.2.1.10 (Software) * 11.2.2.10 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports with exceptions | | Web: When product uses color to convey meaning, it also uses labels to describe that element.  Electronic Docs: Documents in the product do not use color to convey meaning, except for some charts and graphs that lack any descriptive text. |
| **[1.4.2 Audio Control](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-dis-audio)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.11 (Web) * 10.2.11 (non-web document) * 11.2.1.11 (Software) * 11.2.2.11 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Product does not include any auto-playing audio  Electronic Docs: Product does not include any auto-playing audio |
| **[2.1.1 Keyboard](http://www.w3.org/TR/WCAG20/" \l "keyboard-operation-keyboard-operable)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.15 (Web) * 10.2.15 (non-web document) * 11.2.1.15 (Software) * 11.2.2.15 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports with exception  Electronic Docs: Supports | | Web: While most of the product works using keyboard controls, a few notable exceptions exist. Search Assist, interactive maps, highlights & notes and dynamically populated search lists do not support keyboard commands.  Electronic Docs: Documents support keyboard commands, though the minority of videos using our embedded player are difficult to use with keyboard commands |
| **[2.1.2 No Keyboard Trap](http://www.w3.org/TR/WCAG20/" \l "keyboard-operation-trapping)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.16 (Web) * 10.2.16 (non-web document) * 11.2.1.16 (Software) * 11.2.2.16 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Does not support | | Web: Product does not include any keyboard traps  Electronic Docs: Interactive maps topic navigation acts as a keyboard trap, forcing user to tab through 40+ topics before encountering the interactive map. |
| **[2.2.1 Timing Adjustable](http://www.w3.org/TR/WCAG20/" \l "time-limits-required-behaviors)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.17 (Web) * 10.2.17 (non-web document) * 11.2.1.17 (Software) * 11.2.2.17 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: No time limits are set for content  Electronic Docs: No time limits are set for content |
| **[2.2.2 Pause, Stop, Hide](http://www.w3.org/TR/WCAG20/" \l "time-limits-pause)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.18 (Web) * 10.2.18 (non-web document) * 11.2.1.18 (Software) * 11.2.2.18 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Supports | | Web: Product home page has an auto-scrolling carousel that can’t be paused, stopped or hidden. When it changes items automatically, it pulls screen reader focus to the alt text of the embedded image.  Electronic Docs: Documents contain no moving, blinking, scrolling or auto-updating information. |
| **[2.3.1 Three Flashes or Below Threshold](http://www.w3.org/TR/WCAG20/" \l "seizure-does-not-violate)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.19 (Web) * 10.2.19 (non-web document) * 11.2.1.19 (Software) * 11.2.2.19 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Product does not contain anything that flashes  Electronic Docs: Documents do not contain anything that flashes |
| **[2.4.1 Bypass Blocks](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-skip)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.20 (Web) * 10.2.20 (non-web document) – Does not apply * 11.2.1.20 (Software) – Does not apply * 11.2.2.20 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | | Web: Supports with Exception  Electronic Docs: Does not support | | Web: Product contains ARIA regions, and a skip to content link. It has poor header structure, and the skip link doesn’t always point to the optimal location.  Electronic Docs: Documents do not have structure that allows for intra-document navigation using headers. |
| **[2.4.2 Page Titled](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-title)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.21 (Web) * 10.2.21 (non-web document) * 11.2.1.21 (Software) - Does not apply * 11.2.2.21 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports with exception  Electronic Docs: Supports | | Web: Web pages use proper titles which inform the user where in the product they are with the exception of topic overview pages.  Electronic Docs: Document titles are reflected in the page HTML and on various parts of the document details page. |
| **[2.4.3 Focus Order](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-focus-order)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.22 (Web) * 10.2.22 (non-web document) * 11.2.1.22 (Software) * 11.2.2.22 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports with exceptions  Electronic Docs: Support | | Web: Most elements can be navigated sequentially and receive focus properly. Exceptions include the Share menu, interactive maps and multiselect listboxes.  Electronic Docs: Documents can be navigated sequentially and receive properly focus. |
| **[2.4.4 Link Purpose (In Context)](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-refs)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.23 (Web) * 10.2.23 (non-web document) * 11.2.1.23 (Software) * 11.2.2.23 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Does not support | | Web: While most links have descriptions of their purpose, with the exception of the link to remove filter from search.  Electronic Docs: The only link in documents brings up related article in GVRL and doesn’t provide any purpose context. |
| **[3.1.1 Language of Page](http://www.w3.org/TR/WCAG20/" \l "meaning-doc-lang-id)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.27 (Web) * 10.2.27 (non-web document) * 11.2.1.27 (Software) * 11.2.2.27 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Language of the page is set with the lang attribute in the header of each page.  Electronic Docs: Language Translate feature specifies what language content is switched into |
| **[3.2.1 On Focus](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-receive-focus)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.29 (Web) * 10.2.29 (non-web document) * 11.2.1.29 (Software) * 11.2.2.29 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | 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 |
| **[3.2.2 On Input](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-unpredictable-change)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.30 (Web) * 10.2.30 (non-web document) * 11.2.1.30 (Software) * 11.2.2.30 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports with exception  Electronic Docs: Supports | | Web: Changing settings does not automatically cause a change of context without informing the user, with the exception of the translate dropdown (only if it has not been expanded). Search filtering options could use better explanation of their behavior as well.  Electronic Docs: Documents do not allow for any changing of settings |
| **[3.3.1 Error Identification](http://www.w3.org/TR/WCAG20/" \l "minimize-error-identified)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.33 (Web) * 10.2.33 (non-web document) * 11.2.1.33 (Software) * 11.2.2.33 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports with exceptions  Electronic Docs: Supports | | Web: Product has few fields that are mandatory, but those few only have visual error messages.  Electronic Docs: Adequate error messages are given when content is unable to be retrieved. |
| **[3.3.2 Labels or Instructions](http://www.w3.org/TR/WCAG20/" \l "minimize-error-cues)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.34 (Web) * 10.2.34 (non-web document) * 11.2.1.34 (Software) * 11.2.2.34 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Not applicable | | Web: While many form elements are labeled, there is inconsistency in grouping controls with labels throughout the product. This makes radio button controls difficult to use. Also doesn’t include sample data for things like date.  Electronic Docs: none of the content in product includes user inputs. |
| **[4.1.1 Parsing](http://www.w3.org/TR/WCAG20/" \l "ensure-compat-parses)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.37 (Web) * 10.2.37 (non-web document) * 11.2.1.37 (Software) * 11.2.2.37 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: supports with exception  Electronic Docs: Supports | | Web: some form elements contain duplicate ID’s but otherwise product has complete element tagging, nesting and unique IDs.  Electronic Docs: Documents have complete element tagging, nesting and unique IDs. |
| **[4.1.2 Name, Role, Value](http://www.w3.org/TR/WCAG20/" \l "ensure-compat-rsv)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.38 (Web) * 10.2.38 (non-web document) * 11.2.1.38 (Software) * 11.2.2.38 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Supported | | Web: There are various issues with form elements being properly labeled and groups. Some links and components don’t notify users that a change has been made.  Electronic Docs: Components with documents can be programmatically determined |

### Table 2: Conformance Criteria, Level AA *-*

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| **[1.2.4 Captions (Live)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-real-time-captions)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.5 (Web) * 10.2.5 (non-web document) * 11.2.1.5 (Software) * 11.2.2.5 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Product does not contain live audio content  Electronic Docs: Documents do not contain live audio content |
| **[1.2.5 Audio Description (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-audio-desc-only)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.6 (Web) * 10.2.6 (non-web document) * 11.2.1.6 (Software) * 11.2.2.6 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Does not support | | Web: Video content includes 3rd party content and cannot guarantee an audio description.  Electronic Docs: Video content includes 3rd party content and cannot guarantee an audio description. |
| **[1.4.3 Contrast (Minimum)](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-contrast)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.12 (Web) * 10.2.12 (non-web document) * 11.2.1.12 (Software) * 11.2.2.12 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Color contrast on all elements is 4.5:1 or greater with the exception of “updated” and “New” tags on topic page links.  Electronic Docs: Color contrast on all elements is 4.5:1 or greater |
| **[1.4.4 Resize text](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-scale)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.13 (Web) * 10.2.13 (non-web document) * 11.2.1.13 (Software) * 11.2.2.13 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | | Web: Product uses CSS in a way that allows for text to easily be resized  Electronic Docs: Documents use CSS in a way that allows for text to easily be resized. PDF scans of document do not offer the OCR text but all PDF scans have an accessible HTML version |
| **[1.4.5 Images of Text](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-text-presentation)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.14 (Web) * 10.2.14 (non-web document) * 11.2.1.14 (Software) * 11.2.2.14 (Closed Software)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports with exceptions | | Web: Does not include any images of text  Electronic Docs: PDF scans of document do not offer the OCR text but all PDF scans have an accessible HTML version |
| **[2.4.5 Multiple Ways](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-mult-loc)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.24 (Web) * 10.2.24 (non-web document) – Does not apply * 11.2.1.24 (Software) – Does not apply * 11.2.2.24 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | | Web: Supports  Electronic Docs: Supports | | Web: Product includes multiple navigational workflows, including a search function capable of returning all content.  Electronic Docs: Documents are the result of the process of searching. |
| **[2.4.6 Headings and Labels](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-descriptive)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.25 (Web) * 10.2.25 (non-web document) * 11.2.1.25 (Software) * 11.2.2.25 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: does not support | | Web: While many form elements are labeled, there is inconsistency in grouping controls with labels throughout the product. The header structure is not always useful for navigation.  Electronic Docs: Documents have headings within the text, which are not labeled as such in the HTML |
| **[2.4.7 Focus Visible](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-focus-visible)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.26 (Web) * 10.2.26 (non-web document) * 11.2.1.26 (Software) * 11.2.2.26 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports with exceptions  Electronic Docs: Supports | | Web: Product shows focus indicator on all elements except Share and interactive maps  Electronic Docs: Documents show focus on all elements |
| **[3.1.2 Language of Parts](http://www.w3.org/TR/WCAG20/" \l "meaning-other-lang-id)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.28 (Web) * 10.2.28 (non-web document) * 11.2.1.28 (Software) – Does not apply * 11.2.2.28 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Does not support | | Web: Does not change lang tag when language is switched on the page, or by translate feature.  Electronic Docs: Does not indicate when language has switched within the context of a document |
| **[3.2.3 Consistent Navigation](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-consistent-locations)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.31 (Web) * 10.2.31 (non-web document) – Does not apply * 11.2.1.31 (Software) – Does not apply * 11.2.2.31 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | | 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. |
| **[3.2.4 Consistent Identification](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-consistent-functionality)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.32 (Web) * 10.2.32 (non-web document) – Does not apply * 11.2.1.32 (Software) – Does not apply * 11.2.2.32 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | | Web: Supports  Electronic Docs: Supports | | Web: All components that share functionality within the product are consistently identified  Electronic Docs: Documents are identified consistently |
| **[3.3.3 Error Suggestion](http://www.w3.org/TR/WCAG20/" \l "minimize-error-suggestions)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.35 (Web) * 10.2.35 (non-web document) * 11.2.1.35 (Software) * 11.2.2.35 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Supports | | Web: Error messages do not suggest proper response in an accessible manner or identify fields with aria-required property  Electronic Docs: No error messages exist in documents |
| **[3.3.4 Error Prevention (Legal, Financial, Data)](http://www.w3.org/TR/WCAG20/" \l "minimize-error-reversible)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.36 (Web) * 10.2.36 (non-web document) * 11.2.1.36 (Software) * 11.2.2.36 (Closed Software) – Does not apply   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | 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 -

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| **[1.2.6 Sign Language (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-sign)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[1.2.7 Extended Audio Description (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-extended-ad)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[1.2.8 Media Alternative (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-text-doc)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[1.2.9 Audio-only (Live)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-live-audio-only)** (Level AAA)  Also applies to:  EN 301 549 Criteria– Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[1.4.6 Contrast Enhanced](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast7)**  (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[1.4.7 Low or No Background Audio](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-noaudio)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[1.4.8 Visual Presentation](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-visual-presentation)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[1.4.9 Images of Text (No Exception) Control](http://www.w3.org/TR/WCAG20/" \l "http://www.w3.org/TR/WCAG20/)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.1.3 Keyboard (No Exception)](http://www.w3.org/TR/WCAG20/" \l "keyboard-operation-all-funcs)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.2.3 No Timing](http://www.w3.org/TR/WCAG20/" \l "time-limits-no-exceptions)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.2.4 Interruptions](http://www.w3.org/TR/WCAG20/" \l "time-limits-postponed)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.2.5 Re-authenticating](http://www.w3.org/TR/WCAG20/" \l "time-limits-server-timeout)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.3.2 Three Flashes](http://www.w3.org/TR/WCAG20/" \l "seizure-three-times)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.4.8 Location](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-location)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.4.9 Link Purpose (Link Only)](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-link)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[2.4.10 Section Headings](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-headings)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[3.1.3 Unusual Words](http://www.w3.org/TR/WCAG20/" \l "meaning-idioms)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[3.1.4 Abbreviations](http://www.w3.org/TR/WCAG20/" \l "meaning-located)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[3.1.5 Reading Level](http://www.w3.org/TR/WCAG20/" \l "meaning-supplements)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[3.1.6 Pronunciation](http://www.w3.org/TR/WCAG20/" \l "meaning-pronunciation)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[3.2.5 Change on Request](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-no-extreme-changes-context)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[3.3.5 Help](http://www.w3.org/TR/WCAG20/" \l "minimize-error-context-help)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |
| **[3.3.6 Error Prevention (All)](http://www.w3.org/TR/WCAG20/" \l "minimize-error-reversible-all)** (Level AAA)  Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply | | Web: | | Web: |

### Table 4: WCAG Conformance Requirements -

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- |
| [**1. Conformance Level**](http://www.w3.org/TR/WCAG20/#cc1)  Also applies to:  EN 301 549 Criteria   * 9.3 (Web)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web:  Level A: Does not support  Level AA: Does not support  Level AAA: Not Reporting  Electronic Docs:  Level A: Does not support  Level AA: Does not support  Level AAA: Not Reporting | Web: This family of products does not conform to A or AA standards in several ways. The core problems relate to form controls and labeling and not providing sufficient context around elements.  Electronic Docs: Documents within these products do not confirm to A or AA standards. They are rendered primarily in HTML, and do not supply a heading structure that is helpful in navigating them. Some tables, charts and graphs are missing descriptive or alt text. PDF versions of articles are not available in an accessible PDF format. |
| **[2. Full pages](http://www.w3.org/TR/WCAG20/" \l "cc2)**  Also applies to:  EN 301 549 Criteria   * 9.3 (Web)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Does not support | Web: No pages are fully compliant  Electronic Docs: No documents are fully compliant |
| **[3. Complete processes](http://www.w3.org/TR/WCAG20/" \l "cc3)**  Also applies to:  EN 301 549 Criteria   * 9.3 (Web)   2017 Section 508   * 501 (Web)(Software) * E207.3 (Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: Supports | Web: No complete processes are fully compliant  Electronic Docs: No documents are part of a process |
| **[4. Only Accessibility-Supported Ways of Using Technologies](http://www.w3.org/TR/WCAG20/" \l "cc4)**  Also applies to:  EN 301 549 Criteria   * 9.3 (Web)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Does not support  Electronic Docs: supports | Web: Some accessibility related messaging is not presented in a way that AT can interact with  Electronic Docs: All documents are presented in ways that assistive technology can access. |
| **[5. Non-Interference](http://www.w3.org/TR/WCAG20/" \l "cc5)**  Also applies to:  EN 301 549 Criteria   * 9.3 (Web)   2017 Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Web: Supports  Electronic Docs: Supports | Web: No technologies are used in a way that block users from accessing the page with AT.  Electronic Docs: No technologies are used in a way that block users from accessing the documents with AT. |

## 2017 Section 508 Report -

Notes:

### Chapter 3: Functional Performance Criteria *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 302.1Without Vision | Does not support | Various form control, labeling and structure issues present significant barriers for users without vision. |
| 302.2 With Limited Vision | Supports | The product does not interfere with the user’s ability to resize text, zoom, disable css, insert fonts or change contrast |
| 302.3Without Perception of Color | Supports | The product 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. |
| 302.4Without Hearing | Supports with exceptions | Product contains videos and podcasts, many of which are hosted on 3rd party sites. We can’t guarantee captions or transcripts for all videos, though many include closed captioning. |
| 302.5With Limited Hearing | Supports with exceptions | Product contains podcasts, many of which are hosted on 3rd party sites. We can’t guarantee synchronized transcripts for all podcasts, though many include transcripts. |
| 302.6Without Speech | Supports | Product does not require speech to operate |
| 302.7With Limited Manipulation | Supports with exceptions | Various form control, labeling and structure issues present some barriers for users with limited manipulation but nearly all components are usable with a keyboard only |
| 302.8With Limited Reach and Strength | Supports with exceptions | Various form control, labeling and structure issues present some barriers for users with limited reach and strength but nearly all components are usable with a keyboard only |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Supports with exceptions | Some forms have incomplete contextual information and lack helpful error messages |

### Chapter 4: Hardware *-*

Notes: Deleted, Gale provides only web/software products

### Chapter 5: Software *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| **501 Scope – Incorporation of WCAG 2.0 AA** | See [WCAG 2.0](#WCAG) 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 [WCAG 2.0](#WCAG) section |  |
| 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 *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 601.1 Scope |  |  |
| **602 Support Documentation** |  |  |
| 602.2 Accessibility and Compatibility Features | Does not support | Product does not include any unique accessibility commands outside of the standard cursor keys, tab+shift-tab, enter and spacebar.  Other accessibility features include ReadSpeaker and alternative document formats, are not explicitly listed anywhere. |
| 602.3 Electronic Support Documentation | Level A: Does not support  Level AA: Does not support | The electronic support documentation available on support.gale.com does not comply with WCAG standards. |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports with exception | On request, Gale will attempt to provide support materials in alternative formats. |
| **603 Support Services** |  |  |
| 603.2 Information on Accessibility and Compatibility Features | Does not support | Accessibility features are not explicitly listed in any Gale support documentation |
| 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 -

Notes:

### Chapter 4: [4.2 Functional Performance Statements](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=22) *-*

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](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=23) *-*

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 |  | |  | |
| 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 |  | |  | |
| 5.7 Key repeat |  | |  | |
| 5.8 Double-strike key acceptance |  | |  | |
| 5.9 Simultaneous user actions |  | |  | |

### Chapter [6: ICT with Two-Way Voice Communication](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=28) *-*

Notes:

| **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](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=31) *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- |
| 7.1 Caption processing technology |  |  |
| 7.1.1 Captioning playback |  |  |
| 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](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=32) *-*

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 |  |  |
| 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](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=39) *(see WCAG 2.0 section below)*

Notes:

### Chapter [10: Non-web Documents](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=43) *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- |
| 10.1 General |  |  |
| 10.2 Document success criteria |  |  |
| 10.2.1 through 10.2.38 | See [WCAG 2.0](#WCAG) section |  |
| 10.2.39 Caption positioning |  |  |
| 10.2.40 Audio description timing |  |  |

### Chapter [11: Software](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=53) *-*

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 11.2.1 Software success criteria (excluding closed functionality) | See [WCAG 2.0](#WCAG) section |  |
| 11.2.2 Software success criteria (closed functionality) | See [WCAG 2.0](#WCAG) 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 |  |  |
| 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](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=73) *-*

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](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf#page=74) *-*

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 |  | |  |
| 13.2 Access to relay services |  | |  |
| 13.3 Access to emergency services |  | |  |

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