

Clarivate EBook Central App: Windows Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

EBook Central App [Windows] March 26

Report Date:

May 1, 2026

Product Description:

End-to-end Ebook experience that offers a modern, user-centered design and spans the breadth of patrons' research needs, from discovery to retrieval and sharing.

Contact Information:

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Notes:

The EBook Central Application is a native Windows Application built using the Flutter UI Framework. The default ePub reader has a known issue due to integration with Flutter that is outside of our control and significantly impacts the accessibility of the reading experience. As a result, content in the default ePub reader view is not

programmatically accessible or navigable. A text-only mode is available and must be manually enabled through a user's profile settings. The ePub-viewer integration issue occurs on Windows and MacOS, so users are encouraged to use Android, iOS, and the web experience as a workaround. The integration issue with Flutter is being worked on.

The native application is designed to respect and respond to user customizations and operating system-level accessibility settings. This includes support for high contrast themes, increased text size, magnification, language, and other features when configured through the device or operating system settings.

Evaluation Methods Used:

- Accessibility Insights for Windows
- NVDA (NonVisual Desktop Access) screen-reader
- Keyboard checks, observation, product use
- Applicable Standards/Guidelines

Scope of Evaluation:

The pages in the following table are included in the scope of this report.

Page Title
Device Registration
Error Screen
Bookshelf
Epub Reader Experience
PDF Reader Experience
Login Screen

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation.
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria	Partially Supports	The application does not use non-text content for key functionality such as buttons for the most part. One

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>exception exists for the “close” button of the book details side panel.</p> <p>Within e-Book content, there may be images, charts, and other visual content that do not provide a text alternative. Content is provided by publishers. We are actively working with our publishing partners to improve accessibility of content in the application.</p> <p>In the default e-book reading view on Windows, content structure is not exposed to assistive technologies which will impact the reading experience of ePubs and PDFs. Users can enable text-only mode or access the viewer view Android, iOS, or the web experience.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No audio or video content.
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (Web) 	Not Applicable	No audio or video content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No audio or video content.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) 	Does not Support	Labels, headings, and relationships are programmatically conveyed throughout most of the application. This includes on the bookshelf screen, users are able to navigate by groups Some exceptions exist:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • In the default e-book reading view on Windows, content structure is not exposed to assistive technologies which will impact the reading experience of ePubs and PDFs. Users can enable text-only mode or access the viewer view Android, iOS, or the web experience. • For the font size control, Font size increased to X is not announced and Font size decreased to X is not announced
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<p>The application presents content in a meaningful and logical reading sequence throughout most screens.</p> <p>However, in the default e-book reader view, the content is rendered in a way that does not programmatically expose the intended reading order.</p>
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Supports	<p>When used, on-screen instructions do not depend on sense-based perceptions</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with exceptions	Color is used to enhance usability in conjunction with other techniques, and is not the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. However, there are some exceptions - <ul style="list-style-type: none"> • The focused and unfocused state on some elements relies on changes of color.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Not Applicable	No audio automatically plays for more than 3 seconds.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.1 (Web) 10.2.1.1 (Non-web document) 11.2.1.1.1 (Open Functionality Software) 11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Much of the functionality is accessible only using a keyboard.</p> <p>Some exceptions exist:</p> <ul style="list-style-type: none"> In the default reader view content cannot be navigated or activated using keyboard-only interaction. Text-only mode provides a more keyboard-accessible alternative, but it must be manually enabled. In some parts of the application, the Tab order does not always land on the expected location, this is described more in 2.4.2 (Focus Order). Some screens require the use of Object Navigation mode to navigate content and interactive elements
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>No keyboard traps were identified during testing, users are able to move focus into, within, and out of all interactive components without requiring a pointer or unconventional keystrokes.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)</p>	Not Applicable	The application does not use character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The product does not impose task-based time limits.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) 	Not Applicable	There is no moving, blinking, scrolling, or auto-updating content on the site. Conformance determined with product use and observation.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No flashing or blinking content.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Not Applicable	Not Applicable, based on 'Closed Software: Does not apply' statement in the Criteria column to the left here. Note: Bypass Blocks are commonly known as 'Skip links'.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable (based on ITI guidelines)	As a desktop application, the EBook Central app is not comprised of web pages. From the W3C documentation: 'Web pages have titles that describe topic or purpose.' Screen-specific titles are programmatically provided, but due to a defect, the title remains as the static app name during navigations.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Does Not Support	In many parts of the application, the Tab order does not always land on the expected location. <ul style="list-style-type: none"> • In List View and Thumbnail View, when the download is completed/errored out, the focus is not switched back to "Download" or "Read" button, rather "Options" button is focused • On the Bookshelf Screen, Default focus is set not set to "All Books" collection item in the sidebar. • On the Reader, default keyboard focus is not set on "Close Book (Back)" button • On the Remove Download modal, default keyboard focus is not set on "Remove" button when the modal is launched.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		<ul style="list-style-type: none"> Focus does not land on Search heading when the category selected from the tool selector On a successful search focus does not land the "Results for" heading but lost. Focus is not set on the search input when clear action is done On Search Results: Keyboard focus traverse in unpredictable way due to hidden sub-sections (TOC, Search, Annotations) capturing the focus. Submitting the Search input using the keyboard causes the focus to be lost.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Most links and interactive elements clearly convey their purpose through accessible names or visible text. On the book detail pane there is a "more" link that provides less sufficient indication of purpose.</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.1 (Web) 10.2.5.1 (Non-web document) 11.2.5.1 (Open Functionality Software) 11.2.5.1 (Closed Software) 	Not Applicable	<p>The EBook Central App does not require multipoint or path-based gestures for operation. Conformance determined with observation and product use.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	<p>https://www.w3.org/WAI/WCAG21/Understanding/pointer-cancellation.html</p> <p>The following is true in the product: “No Down-Event: The down-event of the pointer is not used to execute any part of the function’ That is, when the user clicks an interactive control, and continues to depress the mouse button while moving the pointer off the target before releasing the button, no part of the intended function is executed.</p>
<p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	<p>Most interactive elements include accessible names that match or contain their visible text labels. There are some exceptions:</p> <ul style="list-style-type: none"> • On the registration screen, the language button is announced as "Language Language" • On the Report Issue Modal, the Error Report heading is not reachable by VO in ONM, as the dialog content is announced as a group.
<p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) 	Not applicable	<p>The EBook Central App does not include any functionality, operated by device or user motion.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>3.1.1 Language of Page (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The native applications respect system language settings and works well when the operating system and assistive technology are configured in the same language.</p> <p>However, when users switch the application independently from the operating system (for example using the built-in control to change the interface to French on a device set to English), the new language is not programmatically conveyed to assistive technologies. This may affect some users, leading to mispronounced content.</p>
<p>3.2.1 On Focus (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Supports	<p>When any component receives focus, it does not initiate a change of context.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Entering data or selecting a form control has predictable effects.
<p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Not Applicable	The E-Book Central App does not have the following, so this Criteria does not apply. Human contact details; Human contact mechanism; Self-help option; A fully automated contact mechanism.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) 	Supports with Exceptions	The application identifies input errors through a Registration Error pop-up. There are some known accessibility issues with this screen, including the lack of title announcement upon load.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	The application contains various interactive controls such as toggles, buttons, and filters. Many of these controls include visible or accessible names. There are some missing labels on interactive elements, and some areas of known improvements for the user experience.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Information previously entered by or provided to the user that is required to be entered again is not present.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) 	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	<p>Many interactive components including buttons and controls are correctly exposed to assistive technologies. Some screens require the use of Object Navigation mode to navigate content and interactive elements</p> <p>Some exceptions exist:</p> <ul style="list-style-type: none"> • TOC items have "text" role which does not indicate they are actionable like "button" role does. • The Search results section Reads just "13" instead of "13 results" and does not indicate "expand/collapse" when VO focused • Search results entry item reads the whole content including the long text from the result followed by "button" • Annotation section in Search Results is not arranged as a group • Search Results section can be grouped for ONM navigation • In the default reader view, content elements are not exposed and do not convey their role or content to assistive technologies • On the device removed error message, "Device Removed, dialog, Device Removed, <dialog content>, OK" is announced; on the copy message,

Criteria	Conformance Level	Remarks and Explanations
		<p>Announced "Copy, Dialog, Copy group..." is announced. This could be confusing to screen reader users</p> <ul style="list-style-type: none"> For the font size control, Font size increased to X is not announced and Font size decreased to X is not announced The Close button is not announced for the book details side panel

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	No audio or video content.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p>	Not Applicable	No audio or video content.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	<p>The EBook Central app is responsive and does not restrict its view and operation to a single display orientation, such as portrait or landscape. On devices that support orientation changes – such as tablets, touchscreen laptops, and mobile phones – the application adapts its layout and functionality accordingly when switching orientation modes.</p> <p>On devices that do not support rotation (e.g. desktop monitors or standard MacBooks), this behavior is determined by the underlying hardware and operating system.</p>
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) 	Partially Supports	<p>The majority of the application does not require form fields to complete.</p> <p>On the registration page, form labels are not fully accessible to screen readers. Users can enable Object Navigation Mode to complete the form.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	Most of the application meets minimum contrast requirements. Some exceptions exist: <ul style="list-style-type: none"> • Lighter Grey
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Changes to the OS level “Change the size of text, apps, and other items” option properly changes the size of the font in the EBook Central App.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	
<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	The EBook Central application is not responsive, however it respects operating system text scaling and display settings (such as increased font size or system zoom), and the native navigation features for navigating without clipping content.
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) 	Partially Supports	<p>Most non-text elements provide adequate color contrast, a few exceptions exist.</p> <ul style="list-style-type: none"> • Focus boarder on certain buttons lacks sufficient color contrast. This occurs on the submit button on the registration page,

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		<ul style="list-style-type: none"> • Buttons use a subtle color fade to indicate focus and active/inactive states. A visual distinction is present but contrast may not be sufficient.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The application respects operating system settings for increased text size, and content generally remains readable without overlap or truncation. However support for adjusting specific text spacing properties such as line height may be limited.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	The application does not include any functionality that causes additional content to appear on hover or keyboard focus.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.5 (Web) 	Supports	<ul style="list-style-type: none"> • More than one way is available to locate the main sections of the EBook Central application. For example, various sections are accessible using: <ul style="list-style-type: none"> ○ Left-side navigation.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		<ul style="list-style-type: none"> ○ Top navigation. ○ F6 navigation for the Bookshelf screen.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does not support	Many interactive controls, including buttons, have descriptive label. Screens are programmatically labeled to support navigation by assistive technology. However some of these labels are not descriptive or consistent. <ul style="list-style-type: none"> • Screen-specific titles are programmatically provided, but due to a defect, the title remains as the static app name during navigations. • In the default e-book reading view on Windows, content structure is not exposed to assistive technologies which will impact the reading experience of ePubs and PDFs. Users can enable text-only mode or access the viewer view Android, iOS, or the web experience.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) 	Partially Supports	Most interactive elements receive a visible focus indicator when navigated via keyboard. Some exceptions exist, and some improvements can be made to provide an enhanced user experience: <ul style="list-style-type: none"> • The boarder indicating focus visible does not provide sufficient color contrast

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • On the Profile page, Menu items do not show focus ring but show darker background to indicate focus. • On the Language menu, Menu items do not show focus ring but show darker background to indicate focus. • On the book Thumbnail and List views, Options Menu items do not show focus ring but show "active" status • On the book detail pane, a visible focus is not provided for 'more' link in the Description
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Support	When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	The application does not require drag and drop interactions.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Most interactive elements meet the target size requirement to ensure accessible activation.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does not Support	In rare cases, the content may include text that is in a different language than the primary language of document. The site is not coded to identify changes to language in the content. Content is provided by publishers.

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	The EBook Central app exhibits consistent navigation—in terms of both placement and options, throughout the application.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	EBook Central labels or acknowledge the same interface element the same way, in the same manner wherever it displays or is referenced. Conformance determined by observation and product use.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	Suggestions for error correction are made when applicable. Validation errors indicate when user input was incomplete and how to fix. Conformance determined with product use and observation.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	Users do not enter their own data—financial, legal, or otherwise—in EBook Central. Conformance determined with product use and observation.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	To complete the sign up/registration for the EBook Central app, users must enter a login code that is provided in the EBook Central Website. The login code can be copied.

Criteria	Conformance Level	Remarks and Explanations
		On the registration page, form labels and page text are not fully accessible to screen readers. Users can enable Object Navigation Mode to complete the form.
<p>4.1.3 Status Messages (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Status messages are announced for many interactives including when new selections are made and error messages are presented. Some exceptions exist where the appropriate status message is not conveyed:</p> <ul style="list-style-type: none"> There is no "loading..." announcement when the search is in progress

Commented [SB1]: Recommended rewording
 "To complete the sign up/registration for the Ebook Central App, users must enter a login code provided in the Ebook Central website. The login code can be copied.

On the registration page, form labels are page text are not full accessible to screen readers. Users can enable Object Navigation Mode to complete the form."

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	See WCAG 4.1.2, 2.1.1
302.2 With Limited Vision	Partially Supports	See above. See also WCAG 1.4.10, 1.4.3
302.3 Without Perception of Color	Partially Supports	See WCAG 1.4.1
302.4 Without Hearing	Supports	All functionality of the platform can be used without hearing.
302.5 With Limited Hearing	Supports	All functionality of the platform can be used without hearing.
302.6 Without Speech	Supports	All functionality of the platform can be used without speech.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Partially Supports	Some keyboard controls could be improved as noted in 2.4.3 and 2.1.1. Most notably focus is not always placed in a logical order and at times can be lost.
302.8 With Limited Reach and Strength	Partially Supports	See 302.7
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	All functionality of the platform has been designed for ease of use with limited language, cognitive, and learning disabilities.

Chapter 4: [Hardware](#)

Notes: not applicable. The criteria in this chapter are not relevant to the product.

Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope	Heading cell – no response required	Heading cell – no response required
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	This product does not disrupt or interfere with accessibility features that are available through the user's operating system or browser. For example, users can use high contrast mode, text resize, and speech output.
502.2.2 No Disruption of Accessibility Features	Partially Supports	See WCAG 1.3.1, 2.5.3, 2.1.1, 4.1.2, 4.1.3
502.3.1 Object Information	Supports	See WCAG 2.5.3
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Supports	See WCAG 1.3.1
502.3.4 Values	Partially Supports	See WCAG 4.1.2
502.3.5 Modification of Values	Partially Supports	See WCAG 4.1.2, 4.1.3

Criteria	Conformance Level	Remarks and Explanations
502.3.6 Label Relationships	Partially Supports	Not all interactive form controls have an easily consumable label attribute e.g. in new reference window or edit reference tab. See WCAG 4.1.2
502.3.7 Hierarchical Relationships	Supports	See 1.3.1, 4.1.2
502.3.8 Text	Supports	See 1.3.1, 4.1.2
502.3.9 Modification of Text	Supports	See WCAG 4.1.2
502.3.10 List of Actions	Supports	See WCAG 4.1.2
502.3.11 Actions on Objects	Supports	See WCAG 4.1.2
502.3.12 Focus Cursor	Supports	See WCAG 2.4.7
502.3.13 Modification of Focus Cursor	Supports	See WCAG 4.1.2
502.3.14 Event Notification	Partially Supports	See WCAG 4.1.3
502.4 Platform Accessibility Features	Not Applicable	

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

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The application was designed to work with assistive technology, with limitations provided in above WCAG 2.x section.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Support documentation is available via electronic means through the Help link in the product. If alternate formats of product support documentation are required, we will do our best to accommodate the requested format, at no additional charge. These

Criteria	Conformance Level	Remarks and Explanations
		formats may include ASCII text, large print, and accessible electronic formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	An Accessibility Statement is provided for EBook Central for information on accessibility features and limitations.
603.3 Accommodation of Communication Needs	Supports	Clarivate Support services are available to accommodate communication needs of users with disabilities. Users can communicate with customer support by phone, email, chat, contact us web form. Staff have experience working with users with disabilities.

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

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	See WCAG 4.1.2, 2.1.1
4.2.2 Usage with limited vision	Partially Supports	See above. See also WCAG 1.4.10, 1.4.3
4.2.3 Usage without perception of colour	Partially Supports	See WCAG 1.4.1
4.2.4 Usage without hearing	Supports	All functionality of the platform can be used without hearing.

Criteria	Conformance Level	Remarks and Explanations
4.2.5 Usage with limited hearing	Supports	All functionality of the platform can be used without hearing.
4.2.6 Usage with no or limited vocal capability	Supports	The platform does not require vocal input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Some keyboard controls could be improved as noted in 2.4.3 and 2.1.1. Most notably focus is not always placed in a logical order and at times can be lost.
4.2.8 Usage with limited reach	Partially Supports	See 4.2.7
4.2.9 Minimize photosensitive seizure triggers	Supports	Our platforms do not include flashing content.
4.2.10 Usage with limited cognition, language or learning	Supports	All functionality of the platform has been designed for ease of use with limited language, cognitive, and learning disabilities.
4.2.11 Privacy	Supports	Privacy settings are made available to users in an accessible way.

Chapter [5: Generic Requirements](#)

Notes: Not applicable. Product does not include closed functionality.

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

Notes: Not applicable. The criteria in this chapter are not relevant to the product.

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

Notes: Not applicable. The criteria in this chapter are not relevant to the product.

Chapter [8: Hardware](#)

Notes: Not applicable. The criteria in this chapter are not relevant to the product.

Chapter 9: Web (see [WCAG 2.x section](#))

Notes:

Chapter 10: Non-Web Documents

Notes: Not applicable. The criteria in this chapter are not relevant to the product.

Chapter 11: Software

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Partially Supports	See WCAG 1.3.1, 2.5.3, 2.1.1, 4.1.2, 4.1.3
11.5.2.5 Object information	Supports	See WCAG 2.5.3
11.5.2.6 Row, column, and headers	Supports	See WCAG 1.3.1
11.5.2.7 Values	Supports	See WCAG 4.1.2
11.5.2.8 Label relationships	Partially Supports	See WCAG 4.1.2, 1.3.1
11.5.2.9 Parent-child relationships	Supports	See WCAG 4.1.2, 1.3.1
11.5.2.10 Text	Supports	See WCAG 4.1.2
11.5.2.11 List of available actions	Supports	See WCAG 4.1.2
11.5.2.12 Execution of available actions	Supports	See WCAG 2.1.1

Criteria	Conformance Level	Remarks and Explanations
11.5.2.13 Tracking of focus and selection attributes	Supports	See WCAG 4.1.2
11.5.2.14 Modification of focus and selection attributes	Partially Supports	See WCAG 4.1.2, 4.1.3
11.5.2.15 Change notification	Partially Supports	See WCAG 4.1.2, 4.1.3
11.5.2.16 Modifications of states and properties	Partially Supports	See WCAG 4.1.2, 4.1.3
11.5.2.17 Modifications of values and text	Supports	See WCAG 4.1.2
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Supports	
11.6.2 No disruption of accessibility features	Supports	
11.7 User preferences	Supports	
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	
11.8.5 Templates	Not Applicable	

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	The application was designed to work with assistive technology, with limitations provided in above WCAG 2.x section.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
12.2.2 Information on accessibility and compatibility features	Supports	An Accessibility Statement is provided for Ebook Central for information on accessibility features and limitations.
12.2.3 Effective communication	Supports	Clarivate Support services are available to accommodate communication needs of users with disabilities. Users can communicate with customer support by phone, email, chat, contact us web form. Staff have experience working with users with disabilities.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

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