

Ancestry.com Operations, L.P.

Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: HeritageQuest Online (also known as Ancestry HeritageQuest)

Report Date: March, 2024

Product Description: An online database providing historical records, primarily intended for genealogical research purposes. This product is sold to institutions such as libraries and universities.

Contact Information:

Ancestry
attn: HeritageQuest
1300 West Traverse Parkway
Lehi, UT 74043
ancestrylibraryteam@ancestry.com

Notes:

Only the web software was evaluated in this report, since there is no hardware, authoring tools or other non-web software associated with this product.

Evaluation Methods Used:

The product was evaluated, and continues to be regularly evaluated, via automated and manual testing. The product used for automated testing was the Axe Dev Tools, Version 4.74.1 on Chrome 122.0.6261.69/70. The manual tests were performed by two accessibility professionals employed by Ancestry. One tester is a Certified Professional in Accessible Core Competencies, and the other is a Certified Professional in Web Accessibility, both certified through the International Association of Accessibility Professionals. The assistive technologies employed during manual testing included NVDA version 2023.3.3 and JAWS version 2024.2312.53 on Windows 10.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508, Chapter 5 – 501.1 Scope.

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	<p>Some images in the map section and image viewer have insufficient alt attributes. In addition, a couple of invisible or decorative images have unnecessary alt attributes. None of these concerns are likely to pose a significant issue to use of the site since it would be difficult to meaningfully describe the contents of these images. The best that could be done would be to simply label what they are.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	<p>Some pages present an illogical heading hierarchy. During our review, we only found one instance of a heading that was missing. As a result, these concerns are unlikely to present a significant barrier to screen reader users.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 		
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	While the majority of the site is largely useable there are failures of this criterion on multiple pages.
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	Partially Supports	Some content is not yet correctly wrapped by the main landmark, and other landmarks are duplicated. This appears to persist across the entire site.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	While each page does offer a title listing the name of the site, they are the same on each page, so they do not help the user determine the topic or the purpose of each individual page.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	Focus order is largely logical throughout the site except that focus jumps to the logo before proceeding to navigation links in the global heading. The focus order is also illogical on some records collection pages.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	There is an empty invisible link that does nothing when activated. It is read by screen readers, and could potentially cause a small amount of confusion for such users. Additionally, there are some buttons across the site that lack labels.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	The human language is not properly specified on some records collection pages. However, because the entire site is all in the same language, this is unlikely to pose a problem for the vast majority of users.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	On some search forms, when selecting a date range type, focus is lost when a field is updated. While this is certainly an inconvenience, it is unlikely to prevent anyone from being able to use this functionality.
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	On search forms, many of the grouped form fields lack a legend. In a few instances labels are missing or not properly associated with their fields. Finally, some year range search fields provide duplicate labels. Overall, the forms are usable, and most screen reader users should be able to complete them without difficulty.
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to: WCAG 2.0 – Always answer 'Supports' Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata .
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	The list in the footer is unnecessarily split into two lists, but this is very unlikely to have any meaningful impact on the user. Tabbed interfaces lack a tab panel role, and the aria-selected attribute may not update as expected, but again, this is unlikely to significantly impact disabled users. Screen reader and keyboard-only users may

Criteria	Conformance Level	Remarks and Explanations
		experience general inaccessibility of tooltips. . We also found a few lists not marked up as lists, example inputs not associated with their form fields, unlabeled modals, and buttons not properly marked up, making them inoperable by keyboard-only and screen reader users.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Supports	
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Supports	
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Partially Supports	Most content meets the requirement.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Partially Supports	Most pages support this except for the map and image viewers.
1.4.5 Images of Text (Level AA) Also applies to:	Partially Supports	Most text is not inside images, except for a heading on the records collection pages.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 		
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	Supports	
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	The image viewer settings are ambiguously labeled for screen reader users. We also found an empty heading, but this is likely to be ignored by most screen readers so it should not have any impact on users.
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	We found instances across the site where the focus indicator is either difficult to see or disappears entirely.
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	Partially Supports	On some pages, tabs are used for navigation, and on other pages, those same tabs are links.
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	

Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Most functions of the product are usable by means of a screen reader. For exceptions, see previous tables.
302.2 With Limited Vision	Partially Supports	Most functions of the product are usable with limited vision. See previous tables for exceptions regarding contrast, magnification, etc.
302.3 Without Perception of Color	Partially Supports	Most functions of the product are usable without perception of color. See previous tables for exceptions regarding color contrast.
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially Supports	Most functions of the product are usable with limited manipulation. See previous tables for exceptions regarding keyboard-only use and control labeling.
302.8 With Limited Reach and Strength	Partially Supports	Most functions of the product are usable with limited reach and strength. See previous tables for exceptions regarding keyboard-only use and control labeling.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: Hardware

Notes: Not applicable.

Chapter 5: Software

Notes: Not applicable.

Chapter 6: Support Documentation and Services

Notes: Not applicable.

Legal Disclaimer (Company)

HeritageQuest has an ongoing commitment to achieving the highest levels of satisfaction for all aspects of its users online experiences, and in furtherance of that commitment, continues to conduct reviews to regularly assess the website's ongoing level of accessibility and to enhance the online experience for users with disabilities. Accordingly, the above report is subject to change, as HeritageQuest continues to work to improve the accessibility of its website.

If you or any user has any trouble operating this website, please do not hesitate to contact us at ancestrylibraryteam@ancestry.com and we will be happy to assist.