

Dialog Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Dialog

Report Date: Nov 1, 2022

Product Description:

Dialog is a content aggregation and search service that allows researchers of any skill level to search and access more than 1.3 billion records from the world's most authoritative sources.

Contact Information:

customer@dialog.com

Notes:

Evaluation Methods Used:

- Color Contrast Analyzer
- Deque aXe accessibility testing tool
- Accessibility Insights for Web
- Keyboard-access manual testing and assessment

- NVDA (NonVisual Desktop Access) screen-reader utility
- WebAim's WAVE (Web Accessibility Evaluation tool)
- ARC Toolkit by Paciello Group

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)
Web Content Accessibility Guidelines 2.1	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 suitable for public procurement of ICT products and services in Europe , - V3.1.1 (2019-11)	(No)

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.1 Level AAA.

WCAG 2.1 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. Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	All images used to represent functionality or actions have associated text labels (or alt /title text if a text label is not appropriate). Exceptions: - In My Research the image for 'Order full text' link on documents tab has no alt text or association to the 'Order full text' label Decorative images have blank alt text, so they will be ignored by assistive technology. Exceptions: - Background and spacer images are labeled as meaningful. Controls: Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements. Exceptions: - No form labels for Select region and Choose library dropdowns when logging in through library or institution. - Data forms control in Command Line Search does not have corresponding label. - "Select all" option in Documents is missing a label to a form element. We cannot guarantee that all images in the data have been given alt text. Some full text documents are in PDF image format only (unreadable to screen readers).

Commented [AQ1]: Is this repeated below? Do we need to decide where it goes

Commented [HJ2R1]: Oh yeah, I see it is repeated in 1.3.1. It probably makes more sense up here since 1.1.1 relates directly to forms fields.

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	The content does not include multimedia presentations.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	The content does not include multimedia presentations.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	The content does not include multimedia presentations.

1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The site employs the following to support this: - Labels/ids with form elements - Markup for lists & headings - CSS to control the visual presentation of text - Correct use of semantic markup (bold, italics, etc.) Exceptions: Some form elements are missing labels. - Data forms control in Command Line Search and Document List do not have corresponding label. - “Select all” option in Documents is missing a label to a form element. - Several elements in My Research - Checkboxes are missing labels throughout product - Some elements in Advanced Search lookup modals - Some elements in the Alert Manager user interface - Search input box in AMUI list filter Some headings are missing on the following pages. - Basic Search - My Research - Advanced Search - Search Results - Admin My Research Accounts - Some markups for lists do not follow this criterion on the following pages. - Recent Searches - My Research
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Criteria	Conformance Level	Remarks and Explanations
		Compliance of this standard was validated by WAVE (web accessibility evaluation tool) provided by WebAIM and manual visual checks.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially supports	Exceptions: On the Advanced Search page: - Sidebar content comes after tabs and before search options - When page is linearized, checkboxes do not maintain a meaningful sequence, page also does not scroll when linearized. Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 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) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	No instructions rely solely on color or other sensory characteristics.

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Color is used to enhance usability by drawing attention to certain areas of the screen, but color is never the only means of delivering important information.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not applicable	The content does not include multimedia presentations.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially supports	Dialog is designed to be keyboard accessible. Exceptions: “X” close icon on modals is not keyboard accessible, the user can close the modals but only while using cancel button or esc key. - Many widgets in the My Research user interface are not keyboard accessible. - Some widgets within the Advanced Search user interface are not keyboard accessible. - Users cannot copy the citation block using just the keyboard in the Search Results user interface.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially supports	In Dialog users can navigate away from most components using a keyboard. Exceptions: - In some cases, the user cannot close modals using only the keyboard. - Users cannot close the information that appears from the “i” info icon in the Command Line Search and the Advanced Search user interfaces. - In My Research, the Actions drop down menu will not collapse using only a keyboard.

Criteria	Conformance Level	Remarks and Explanations
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Supports	There are no character key shortcuts in Dialog.
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Dialog gives adequate time to complete any actions.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Dialog content does not include animations.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Dialog does not use flashing or blinking elements in the user interface.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 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) Revised 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	Does not support	Users cannot skip to main content using a skip link. Main navigation landmarks are missing in the header on all pages. Several pages have a right panel with filters, or tertiary navigation (in My Research) and a user must navigate through it to get to results or lists of documents/content. In shared content, there is no bypass block or way to jump from topic list to list of content in a topic without tabbing. There is a redundant link in the footer, screen readers can't bypass that repetition.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Dialog gives its pages clear titles.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	Focus order is logical and follows visual hierarchy of elements on page. Exceptions: Focus order does not follow logical order on the following pages. - My Research - All search strategy action buttons in AMUI - Database selection and bulk actions buttons - All modals
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	The purpose of most links are described by its link text or by the link text together with preceding page context. Exceptions: - Several links in My Research - Several links in the Search Results page - Refresh and Preview links in search strategy editors in AMUI - Icon/Images used as links throughout the product, like 'i', '+', and 'x' are empty links with no text making them ambiguous or unclear to screen readers.

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	This product does not contain multipoint or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 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	Dialog users can cancel functions that can be operated using a single pointer.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria 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	Most native widgets with visible labels or instructions are programmatically related to those labels or instructions. Exceptions: - Visible instructions for 'peer review' cannot be programmatically accessed on the Basic Search page. The text in the 'i' is not accessible for non-sighted users. - The sort by relevance drop down menu on the Command Line Search page has a nondescriptive label.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 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	Supports	No function in Dialog is operable through motion.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Page language is declared.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Functionality is predictable as a user moves through Dialog, no component that is able to trigger an event when it receives focus can change the context.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially supports	No changes in context occur upon the change the settings of a user-interface component in Dialog. Exceptions: - In My Research Documents, selecting a new folder from the dropdown automatically changes the page below. - While using the qualifiers in Thesaurus on the Advanced Search page, after selecting a checkbox in the qualifiers and then hitting enter, the entire page closes. - Selecting the 'Custom' dropdown from the download results gives some instructional text that a non-sighted user would not see.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria 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) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially supports	Error identification is present and clear when necessary. Exception: - Create Profile is disabled, and no error is identified. It is unclear that the 3 checkboxes must be checked to continue.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	All forms have been coded with the necessary mark-up (use of labels/ids, field sets, etc.) to make them accessible to assistive technologies. Exceptions: - Several labels missing or unclear in RSS Feed form elements - There is no sufficient label for field sets in date range areas of the Command Line Search page.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	ID attribute values are unique on active focusable elements. Exceptions: Duplicate IDs are found in the following pages, but do not interfere with active focusable elements. - Basic Search - Advanced Search - Command Line Search - My Research - Admin interface - Doc view for a patent

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 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) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Sufficient information about a user interface element is available in the majority of cases. Exceptions: The following elements have improper or missing name, role or value. - Several elements on the Command Line Search page - Widget setting and display results on the My Research page - Buttons and slider in the Visualizations section of the Search Results page - Some elements of the Alerts Manager page

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not applicable	The content does not include multimedia presentations.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not applicable	The content does not include multimedia presentations.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 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	Content in Dialog adjusts automatically to the user's screen orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 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) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	The text boxes in this product have the correct HTML5 autocomplete attribute of "off" for their purposes. Exception: - All radio button groups on modals and search interfaces have no field set or legend making it unclear to the screen reader what the radio option is for.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Color contrast meets minimum standards for text on white backgrounds and in other areas of the site. Exceptions: 'Include medical Synonyms' text on Search interfaces
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially supports	There is no loss of text content or functionality when the browser is zoomed to 200% while using Dialog. Exceptions: - Header requires horizontal scrolling on all pages in Dialog One Search. - All pages on AMUI reflow tables require horizontal scrolling. - Modals in Dialog One Search do not reflow or adjust to page size when zoomed or enlarged.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially supports	Dialog uses standard HTML input elements as supported by all browsers. Any text written to the screen can be interpreted by assistive technologies. Some full text documents are in PDF image format only (unreadable to screen readers).
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 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) Revised Section 508 – Does not apply	Does not support	Users can zoom the browser to 400% and still read the text without having to scroll in two directions in some areas of Dialog. Exception: - Navigation on all pages does not reflow. - Footer on all pages does not reflow. - Modals do not reflow or adjust to page size. - Basic Search, Command Line Search, Advanced Search and My Research do not reflow well.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 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	Partially supports	Color contrast meets minimum standards for most user-interface components. Exceptions: Some Grey icons do not have enough contrast throughout the product.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 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	Partially supports	In most situations in Dialog there is no loss of content or functionality that occurs by increasing the spacing between letters, words, lines of text, and paragraphs. Exception: A-Z list runs into Relational View when text spacing is increased on the Advanced Search page.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 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	Partially supports	Content that appears on hover in Dialog is dismissible. Exceptions: - Information icon about 'AND' and 'OR' functionality is not accessible except on hover the Recent Searches page. - Tooltips cannot be dismissed. - Action menu is only partially accessible on Recent Searches page.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 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 • 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	Partially supports	Dialog provides navigation in the header and the footer of every page. Exception: - My Research items are excluded from the sitemap.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	Headings are used throughout the website for visual consistency and information hierarchy. Exceptions: - Some headings and labels are missing on Basic Search and Command Line Search pages. - Heading levels are skipped in some cases.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	The current input focus can be discerned by assistive technology (using standard html code for forms, etc). Current focus is also made visible by changes to the color, text style of links, and other visual changes that occur when element is given focus. Exceptions: - Focus is lost or difficult to follow on the Doc View for patent documents.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support.	There are changes in language in Dialog that are not marked programmatically. Example: Abstracts in languages other than English.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 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) Revised 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	Supports	Navigation is consistent throughout product.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria 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) Revised 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	Supports	There is consistent identification throughout product.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	When possible users receive appropriate suggestions for correction of an input error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 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 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	When possible users receive appropriate suggestions for correction of an input error.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 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) Revised Section 508 – Does not apply	Partially supports	This product does not generate any status messages that need to be programmatically determinable without receiving focus. Exceptions: - When importing a list of users in an Admin view, if no file is selected there is no way for a user using a screen reader to know there was an error and they need to take some action. - When errors are returned on search the error is not announced

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	This product is coded to work with screen readers and other assistive technologies. Exceptions In a few cases stated in sections above control label is not provided to the user, control is not reachable with keyboard only, live screen updates are not communicated to the user, etc. See above section: 1.1.1 Non-text content 4.1.2 Name, Role Value Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks.
302.2 With Limited Vision	Partially supports	This product is coded to work with screen readers and other assistive technologies. In addition, text size can be adjusted through standard browser functionality. Exceptions, see above section: 1.1.1 Non-text content 4.1.2 Name, Role Value Compliance of this standard was validated using screen readers (listed above) and manual keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports	Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. If needed, the product's CSS can be overridden using the browser. Compliance of this standard was validated using manual visual checks.
302.4 Without Hearing	Supports	User hearing is not required to search, browse, or use features that are available in the product. This standard was evaluated using manual auditory checks.
302.5 With Limited Hearing	Supports	User hearing is not required to search, browse, or use features that are available in the product. This standard was evaluated using manual auditory checks.
302.6 Without Speech	Supports	User speech is not required to use the product. Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Partially supports	All screen elements are designed to be accessible for users with poor motor control (e.g., clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key. Exceptions, see above sections: 2.1.1 Keyboard 2.1.2 No Keyboard Trap 2.4.1 Bypass Blocks 2.4.3 Focus Order 2.4.7 Focus Visible Compliance of this standard was validated using manual keyboard and visual checks.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Partially supports	At least one mode of operation that is operable with limited reach and limited strength. For example: • The product can be used using keyboard-only. • All active elements can receive keyboard focus. • The focus order of form fields is presented in a logical order. Exceptions, see above sections: 2.1.1 Keyboard 2.1.2 No Keyboard Trap 2.4.1 Bypass Blocks 2.4.3 Focus Order 2.4.7 Focus Visible Compliance of this standard was validated using manual keyboard and visual checks.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier. For example: • Audio does not automatically play on load, minimizing distractions. • Form fields are presented in a standard, consistent way across the product. • Form elements are properly labeled. Exceptions, see above section: 1.3.2 Meaningful Sequence 2.4.6 Headings and Labels Compliance of this standard was validated using manual visual checks.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
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 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.

Criteria	Conformance Level	Remarks and Explanations
502.2.2 No Disruption of Accessibility Features	Supports	This product is coded in a way so that platform features that are defined in the platform documentation as accessibility features are no disrupted. Compliance of this standard was validated using manual keyboard and visual checks.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially supports	This product is coded in a way so that object role, state(s), properties, boundary, name, and description are available for assistive technology. Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks. Exception, see above section: 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
502.3.2 Modification of Object Information	Partially supports	This product is coded in a way so that states and properties states and properties that can be set by the user are capable of being set programmatically, including through assistive technology. Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks. Exceptions, see above sections: 2.5.3 Label in Name 2.4.6 Headings and Labels 3.3.2 Labels or Instructions 4.1.2 Name, Role, Value
502.3.3 Row, Column, and Headers	Partially supports	Data tables are not used as part of the application. As new content is added, data tables may be included with the content. While we encourage our publishing partners to supply properly marked up content, as a practice, we do not generally alter content at this level. Exceptions, see above section: 1.3.1 Info and Relationships

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Partially supports	This product is coded in a way so that value of a user interface control can be identified by the user Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks. Exceptions, see above section: 4.1.2 Name, Role, Value
502.3.5 Modification of Values	Partially supports	This product is coded in a way so that value of a user interface control can be set by the user, allowing the value to be set programmatically including through assistive technology Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks. Exceptions, see above section: 1.3.5 Identify Input Purpose

Criteria	Conformance Level	Remarks and Explanations
502.3.6 Label Relationships	Partially supports	This product is coded in a way exposing labels, exposing relationships between a control and any text or other component that provides additional information about the control such as description, instructions, grouping or identifying a required field. Exceptions, see above sections: 2.5.3 Label in Name 2.4.6 Headings and Labels
502.3.7 Hierarchical Relationships	Partially supports	This product is coded in a way to programmatically expose the parent of all user interface objects, expose the children, if any, of all user interface objects, and expose any relations between user interface objects and those that contain them. Exceptions, see above section: 1.3.1 Info and Relationships Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.

Criteria	Conformance Level	Remarks and Explanations
502.3.8 Text	Supports	This product is coded in a way to expose the content of text objects, text attributes, and the boundary of text rendered to the screen Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.
502.3.9 Modification of Text	Supports	This product is coded in a way so that when the rich text is editable, it exposes the ability to cut, copy, paste, insert and set the attributes of the text Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.
502.3.10 List of Actions	Partially supports	This product is coded in a way to expose all actions that can be executed on an object Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks. Exceptions, see above section: 4.1.3 Status Messages

Criteria	Conformance Level	Remarks and Explanations
502.3.11 Actions on Objects	Partially supports	This product is coded in a way to allow assistive technologies (AT) to programmatically execute available actions on objects. Exceptions, see above section: 4.1.2 Name, Role, Value Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks.
502.3.12 Focus Cursor	Supports	The current input focus can be discerned by assistive technology (using standard html code for forms, etc.). This standard was evaluated using screen readers (listed above).
502.3.13 Modification of Focus Cursor	Supports	Users are able to modify the location of focus (for user focusable controls), the text insertion point (caret) when a caret exists, and change selection attributes of objects (when text and items can be selected by the user). This standard was evaluated using screen readers (listed above).

Criteria	Conformance Level	Remarks and Explanations
502.3.14 Event Notification	Partially supports	This product is coded in a way to notify assistive technologies (AT) of events relevant to user interactions, including but not limited to changes in the component's state(s), value, name, description, or boundary. This standard was evaluated using screen readers (listed above). Exceptions, see above section: 4.1.3 Status Messages

Criteria	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features	Supports	The product does not interfere with system features to: • Enable sequential entry of multiple (chorded) keystrokes (Section 9.3.3) • Provide adjustment of delay before key acceptance (Section 9.3.4) • Provide adjustment of same-key double-strike acceptance (Section 9.3.5) • Provide screen reader support. In addition, a text-to-speech feature is available on document pages. It is an optional feature that can be enabled in the customer's account. (Section 10.6.9) This standard was evaluated using screen readers (listed above), manual keyboard checks, and manual visual checks.
503 Applications	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.2 User Preferences	Supports	This product is coded to: Support systems settings for high contrast for all user interface controls and client area content Inherit system settings for color, font type and font size for all elements of the user interface Inherit system settings for the focus cursor The CSS style sheet can be overridden in the product using the browser settings. Compliance of this standard was validated using manual visual checks and browser contrast plugins
503.3 Alternative User Interfaces	Not applicable	This product doesn't provide alternative user interface that functions as assistive technology
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	There is no captions and audio descriptions
503.4.2 Audio Description Controls	Not applicable	There is no captions and audio descriptions
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	There are no web content authoring tools

Criteria	Conformance Level	Remarks and Explanations
504.2.2 PDF Export	Not applicable	There are no web content authoring tools
504.3 Prompts	Not applicable	There are no web content authoring tools
504.4 Templates	Not applicable	There are no web content authoring tools

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

Notes:

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	An Accessibility help page is available in the Help section. This help page includes useful information on: • Navigation • Using the Tab key • Skip navigation
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product support documentation is provided online through the product's help system and through the Support Center area of the ProQuest's corporate site. This documentation can be accessed online or printed. End-users can also contact customer support (by phone, email, chat, or through the Contact Us web form) to request any further help. If alternative formats of product support documentation are required, we will do our best to accommodate the requested format, at no additional charge. These 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 help page is available in the Help section. This help page includes useful information on: • Navigation • Using the Tab key • Skip navigation

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	Support services are available to accommodate the communication needs of end users with disabilities. Users can communicate with customer support via: • Phone • Email • Chat Support services have experience working with end users with disabilities.

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