

# Syndetics Unbound Accessibility Conformance Report

## International Edition

(Based on VPAT<sup>®</sup> Version 2.5)

### Name of Product/Version:

Syndetics Unbound

### Report Date:

May 2024

### Product Description:

Syndetics Unbound helps users to engage, explore, and discover more in your library. It provides students and faculty with a comprehensive research experience, leading them to titles that they otherwise wouldn't have found.

### Contact Information:

email.technicalsupport@proquest.com

## Notes:

Some libraries have CSS styles on their websites that override the Syndetics Unbound styles, and we cannot predict or control if libraries have designed their sites to meet accessibility standards.

## Evaluation Methods Used:

The following is a sample list of tools. Edit this list so it accurately reflects testing tools used.

- WebAIM's WAVE (Web Accessibility Evaluation tool)
- Chrome Developer Tools
- Keyboard-access manual testing and assessment
- Voiceover screen reader for Mac

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)

Standard/Guideline	Included In Report
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> AND <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	(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
<a href="#">1.1.1 Non-text Content</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.1.1 (Web)</li> <li>10.1.1.1 (Non-web document)</li> <li>11.1.1.1.1 (Open Functionality Software)</li> <li>11.1.1.1.2 (Closed Functionality Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Syndetics Unbound is designed to support alternative access to non-text content wherever possible. <ul style="list-style-type: none"> <li>Most images used to represent functionality or actions have associated text labels (or alt /title text if a text label is not appropriate).</li> <li>Form buttons have a descriptive value.</li> <li>Landmarks are appropriately titled.</li> </ul> Compliance of this standard was validated using WAVE.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.1 (Web)</li> <li>10.1.2.1 (Non-web document)</li> <li>11.1.2.1.1 (Open Functionality Software)</li> <li>11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	Syndetics Unbound does not have enrichment elements that include video or audio
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.2 (Web)</li> <li>10.1.2.2 (Non-web document)</li> </ul>	Not Applicable	Syndetics Unbound does not have enrichment elements that include video.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.1.2.2 (Open Functionality Software)</li> <li>11.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.3 (Web)</li> <li>10.1.2.3 (Non-web document)</li> <li>11.1.2.3.1 (Open Functionality Software)</li> <li>11.1.2.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	Syndetics Unbound does not have enrichment elements that include audio.
<a href="#">1.3.1 Info and Relationships</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.1 (Web)</li> <li>10.1.3.1 (Non-web document)</li> <li>11.1.3.1.1 (Open Functionality Software)</li> <li>11.1.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Supports	<p>CSS controls the visual presentation of text. Please note that the color of some text, text links, hover states for buttons can be overwritten and controlled by the CSS of the customers website.</p> <p>Compliance of this standard was validated using WAVE.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">1.3.2 Meaningful Sequence</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.2 (Web)</li> <li>10.1.3.2 (Non-web document)</li> <li>11.1.3.2.1 (Open Functionality Software)</li> <li>11.1.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The reading and navigation order is both logical and intuitive.  Compliance of this standard was validated using WAVE and manual checks.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> <li>10.1.3.3 (Non-web document)</li> <li>11.1.3.3 (Open Functionality Software)</li> <li>11.1.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Instructions do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. Typically, descriptive text and labels are used.  Compliance of this standard was validated using WAVE.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.1 Use of Color</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.1 (Web)</li> <li>10.1.4.1 (Non-web document)</li> <li>11.1.4.1 (Open Functionality Software)</li> <li>11.1.4.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>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. However, some libraries have styles that override the Syndetics Unbound styles and we cannot predict or control if libraries have designed their sites to meet contrast standards.</p> <p>Compliance of this standard was validated using manual visual checks and WAVE/Chrome.</p>
<a href="#">1.4.2 Audio Control</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> <li>10.1.4.2 (Non-web document)</li> <li>11.1.4.2 (Open Functionality Software)</li> <li>11.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	<p>Syndetics Unbound does not have enrichment elements that rely solely on audio.</p>
<a href="#">2.1.1 Keyboard</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.1.1 (Web)</li> <li>10.2.1.1 (Non-web document)</li> </ul>	Supports	<p>Product functionality is mostly accessible through keyboard only navigation.</p> <p>Compliance of this standard was validated using manual keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.2.1.1.1 (Open Functionality Software)</li> <li>11.2.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">2.1.2 No Keyboard Trap</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.1.2 (Web)</li> <li>10.2.1.2 (Non-web document)</li> <li>11.2.1.2 (Open Functionality Software)</li> <li>11.2.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>Focus of the enrichment elements can be moved to and away from most components using keyboard only navigation.</p> <p>Compliance of this standard was validated using manual keyboard checks.</p>
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.1.4 (Web)</li> <li>10.2.1.4 (Non-web document)</li> <li>11.2.1.4.1 (Open Functionality Software)</li> <li>11.2.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Not Applicable	



Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<a href="#">2.2.1 Timing Adjustable</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.2.1 (Web)</li> <li>10.2.2.1 (Non-web document)</li> <li>11.2.2.1 (Open Functionality Software)</li> <li>11.2.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.2.2 (Web)</li> <li>10.2.2.2 (Non-web document)</li> <li>11.2.2.2 (Open Functionality Software)</li> <li>11.2.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.3.1 (Web)</li> </ul>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>10.2.3.1 (Non-web document)</li> <li>11.2.3.1 (Open Functionality Software)</li> <li>11.2.3.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">2.4.1 Bypass Blocks</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.1 (Web)</li> <li>10.2.4.1 (Non-web document) – Does not apply</li> <li>11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>11.2.4.1 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not Applicable	
<a href="#">2.4.2 Page Titled</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.2 (Web)</li> <li>10.2.4.2 (Non-web document)</li> <li>11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>11.2.4.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">2.4.3 Focus Order</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>The order of focus is logical throughout the enrichment elements.</p> <p>Compliance of this standard was validated by manual checks on a keyboard and VoiceOver on Mac.</p>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.4 (Web)</li> <li>10.2.4.4 (Non-web document)</li> <li>11.2.4.4 (Open Functionality Software)</li> <li>11.2.4.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>Text links are meaningful and identify their purpose, clearly identifying their function.</p> <p>Compliance of this standard was validated by using WAVE and visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> <li>10.2.5.1 (Non-web document)</li> <li>11.2.5.1 (Open Functionality Software)</li> <li>11.2.5.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not Applicable	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.2 (Web)</li> <li>10.2.5.2 (Non-web document)</li> <li>11.2.5.2 (Open Functionality Software)</li> <li>11.2.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Supports	You can cancel a pointer down action.  Compliance of this standard was validated with manual keyboard and mouse checks.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.3 (Web)</li> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3.1 (Open Functionality Software)</li> <li>11.2.5.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Supports	All forms have proper labels  Compliance of this standard was validated using VoiceOver and visual checks.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.4 (Web)</li> <li>10.2.5.4 (Non-web document)</li> <li>11.2.5.4 (Open Functionality Software)</li> <li>11.2.5.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not Applicable	
<a href="#">3.1.1 Language of Page</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.1.1 (Web)</li> <li>10.3.1.1 (Non-web document)</li> <li>11.3.1.1.1 (Open Functionality Software)</li> <li>11.3.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The language of each enrichment element is specified as English.  This was verified by using the Inspect tool in Chrome.
<a href="#">3.2.1 On Focus</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> </ul>	Supports	Context is not changed on focus.  Compliance of this standard was validated using manual visual and keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">3.2.2 On Input</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Context is not changed automatically – appropriate controls are provided.  Compliance of this standard was validated using manual visual and keyboard checks.
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
<a href="#">3.3.1 Error Identification</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.1 (Web)</li> <li>10.3.3.1 (Non-web document)</li> <li>11.3.3.1.1 (Open Functionality Software)</li> <li>11.3.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Supports	The Reading Level enrichment has a text input field for Lexile Level which does not indicate if an incorrect level code is entered.  Compliance of this standard was validated using manual checks.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">3.3.2 Labels or Instructions</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non-web document)</li> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Input fields are labeled with a corresponding label to identify what the expected input is.  Compliance of this standard was validated using Chrome web developer tools and VoiceOver screen reader.
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
<a href="#">4.1.1 Parsing</a> (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"> <li>9.4.1.1 (Web)</li> <li>10.4.1.1 (Non-web document)</li> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	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 <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">4.1.2 Name, Role, Value</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Pages conform to HTML web standards, so the name and role of all UI components can be determined.  Compliance of this standard was validated using VoiceOver and manual checks.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>	Not Applicable	



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.5 (Web)</li> <li>10.1.2.5 (Non-web document)</li> <li>11.1.2.5 (Open Functionality Software)</li> <li>11.1.2.5 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.4 (Web)</li> <li>10.1.3.4 (Non-web document)</li> <li>11.1.3.4 (Open Functionality Software)</li> <li>11.1.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not Applicable	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria	Not Supported	Information entered into text fields is not programmatically identified as anything other than text.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>9.1.3.5 (Web)</li> <li>10.1.3.5 (Non-web document)</li> <li>11.1.3.5.1 (Open Functionality Software)</li> <li>11.1.3.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		Compliance of this standard was validated using developer tools.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.3 (Web)</li> <li>10.1.4.3 (Non-web document)</li> <li>11.1.4.3 (Open Functionality Software)</li> <li>11.1.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Text associated with the Enrichment elements is designed to pass contrast requirements, however some libraries have styles that override the Syndetics Unbound styles, and we cannot predict or control if libraries have designed their sites to meet contrast standards.  Compliance of this standard was validated using WAVE.
<a href="#">1.4.4 Resize text</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.4 (Web)</li> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508	Supports	Text was resized up to 300% with no issues.  Compliance of this standard was validated using manual checks.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.5 (Web)</li> <li>10.1.4.5 (Non-web document)</li> <li>11.1.4.5.1 (Open Functionality Software)</li> <li>11.1.4.5.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	HTML/CSS is used to represent visual presentation
<p><a href="#">1.4.10 Reflow</a> (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"> <li>9.1.4.10 (Web)</li> <li>10.1.4.10 (Non-web document)</li> <li>11.1.4.10 (Open Functionality Software)</li> <li>11.1.4.10 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p>Content is presented without loss of information or functionality.</p> <p>Compliance of this standard was validated using manual checks.</p>
<p><a href="#">1.4.11 Non-text Contrast</a> (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"> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> </ul>		

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.12 (Web)</li> <li>10.1.4.12 (Non-web document)</li> <li>11.1.4.12 (Open Functionality Software)</li> <li>11.1.4.12 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Supports	The proper styles are followed for text spacing.  Compliance of this statement was validated using Chrome developer tools.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.13 (Web)</li> <li>10.1.4.13 (Non-web document)</li> <li>11.1.4.13 (Open Functionality Software)</li> <li>11.1.4.13 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Supports	New content does not appear on focus  Compliance of this standard was validated using manual checks.
<a href="#">2.4.5 Multiple Ways</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.5 (Web)</li> <li>10.2.4.5 (Non-web document) – Does not apply</li> </ul>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>11.2.4.5 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<a href="#">2.4.6 Headings and Labels</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.6 (Web)</li> <li>10.2.4.6 (Non-web document)</li> <li>11.2.4.6 (Open Functionality Software)</li> <li>11.2.4.6 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Descriptive headings and labels have been used within the Enrichment Elements.  Compliance of this standard was validated using manual checks.
<a href="#">2.4.7 Focus Visible</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.7 (Web)</li> <li>10.2.4.7 (Non-web document)</li> <li>11.2.4.7 (Open Functionality Software)</li> <li>11.2.4.7 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Supports	A keyboard focus indicator is intended to be visible when using a keyboard to navigate the site. Some customers sites are not programmed to have a focus indicator visible, and we cannot predict which customers have met <b>this criterion</b> .

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	There are no draggable elements in Syndetics Unbound
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<a href="#">3.1.2 Language of Parts</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> <li>10.3.1.2 (Non-web document)</li> <li>11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>11.3.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Does not Support	The Enrichment Elements are not coded to identify changes to language in the content.  Compliance of this standard was validated using developer tools in Chrome.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.3 (Web)</li> <li>10.3.2.3 (Non-web document) – Does not apply</li> <li>11.3.2.3 (Open Functionality Software) – Does not apply</li> </ul>	Supports	The Enrichment Elements will have a menu at the beginning of their appearance on a customer's page. The Enrichment types shown in the menu depends on the customers selection.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.3.2.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<a href="#">3.2.4 Consistent Identification</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.4 (Web)</li> <li>10.3.2.4 (Non-web document) – Does not apply</li> <li>11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>11.3.2.4 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Care has been taken to identify components with the same functionality consistently throughout the site.  Compliance of this standard was validated using manual visual checks.
<a href="#">3.3.3 Error Suggestion</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> <li>10.3.3.3 (Non-web document)</li> <li>11.3.3.3 (Open Functionality Software)</li> <li>11.3.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508	Not Supported	In Reading Level, there are text fields that allow you to enter a range of age, grade, book level, and Lexile Measure. There is no help offered to correct the incorrect value.  Compliance of this standard was validated using manual checks.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non-web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	Not Applicable
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	There are no draggable elements in Syndetics Unbound
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document)</li> <li>11.4.1.3 (Open Functionality Software)</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Supports	When messages appear on the screen, but do not command focus, they are announced to users of assistive software.



## Revised Section 508 Report

For the following Section 508 and EN 301 549 reports, if a criteria is not fully supported, simply reference the relevant WCAG success criteria in the Remarks and Explanations column e.g. See WCAG 1.1.1, 3.3.1, 2.2.1, 3.1.2. This avoids repetition.

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	This product is coded to work with screen readers and other assistive technologies.
302.2 With Limited Vision	Supports	<p>This product is coded to work with screen readers and other assistive technologies. In addition, text size and color contrast can be adjusted through platform and browser functionality. We cannot guarantee that all images in the content have been given alternative text. Some text colors are dictated by the CSS styles of a customer's website.</p> <p>Compliance of this standard was validated using manual visual and keyboard checks.</p>
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

Criteria	Conformance Level	Remarks and Explanations
		<p>information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>If needed, the product's CSS can be overridden using the browser.</p> <p>Some CSS styles of our customer's websites may overwrite the styles of Syndetics Unbound, and therefore we cannot guarantee every enrichment element meets minimum contrast requirements.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
302.4 Without Hearing	Supports	<p>User hearing is not required to search, browse, or use features that are available in the product.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
302.5 With Limited Hearing	Supports	<p>User hearing is not required to search, browse, or use features that are available in the product.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
302.6 Without Speech	Supports	<p>User speech is not required to use the product.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports	Screen elements are designed to be accessible to users without fine motor control (e.g., clickable areas are suitably sized and spaced).
302.8 With Limited Reach and Strength	Supports	Users with limited reach and strength can operate RCL using keyboard-only navigation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier.

## Chapter 5: [Software](#)

Notes: Product does not contain non-Web software. See [WCAG 2.x](#) section for WCAG 2.0 Level A and AA success criteria conformance details for Web applications.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<a href="#">602 Support Documentation</a>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The Help section in the Syndetics Admin dashboard provides links to Syndetics Unbound VPAT and Accessibility statement. A link is also provided to documentation on how to use the accessibility and compatibility features required by Chapters 4 and 5.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	<p>Product support documentation is provided online through the Support Center area of ProQuest's corporate site.</p> <p>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.</p> <p>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.</p>
<a href="#"><u>603 Support Services</u></a>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	An Accessibility statement is available in the Support Center.
603.3 Accommodation of Communication Needs	Supports	<p>Support services are available to accommodate the communication needs of end users with disabilities.</p> <p>Users can communicate with customer support via:</p> <ul style="list-style-type: none"> <li>• Phone</li> <li>• Email</li> <li>• Chat</li> <li>• Contact Us web form</li> </ul> <p>Support services have experience working with end users with disabilities.</p>



# EN 301 549 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision		
4.2.2 Usage with limited vision		
4.2.3 Usage without perception of colour		
4.2.4 Usage without hearing		
4.2.5 Usage with limited hearing		
4.2.6 Usage with no or limited vocal capability		
4.2.7 Usage with limited manipulation or strength		
4.2.8 Usage with limited reach		
4.2.9 Minimize photosensitive seizure triggers		
4.2.10 Usage with limited cognition, language or learning		
4.2.11 Privacy		

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

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features		

Criteria	Conformance Level	Remarks and Explanations
12.1.2 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features		
12.2.3 Effective communication		
12.2.4 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section

## Legal Disclaimer (Clarivate)

This Accessibility Conformance Report represents the specific release of the product described, as of the date of this document. Notwithstanding the information contained in the Accessibility Conformance Report, if use of the product is subject to a license agreement, the terms and conditions of the product's license agreement remain in full force and effect, including any limitation of liability and disclaimer of warranties provisions.