# Infobase Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Today's Science (TSOF)

Report Date: April 2021

Product Description: Today's Science is an online reference database providing science

news written primarily for students.

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**Evaluation Methods Used:** The main testing tools and methods used were WAVE (Web Accessibility Evaluation Tool) from WebAIM, Colour Contrast Analyser (CCA), the IBM Equal Access Accessibility Checker, JAWS (Job Access With Speech) screen reader from Freedom Scientific, Narrator screen reader in Windows 10, an Apple iPad for mobile and manual keyboard testing. Browsers used were Google Chrome and Microsoft Edge.

## **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)	(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 be used only in WCAG 2.0 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 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the <a href="https://www.wcashedu.com/wcashed

# **Table 1: Success Criteria, Level A**

Notes: Tested the initial landing page, different search results pages, secondary navigation pages, articles, and some video player pages.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)		
Also applies to:		
EN 301 549 Criteria		
<ul> <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>11.1.1.2 (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> <li>Revised Section 508</li> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	Most images have alternative text, or descriptions, or figure captions assigned to them.  Some current exceptions are: Missing form labels.  Test method: WAVE, ARC Toolkit, JAWS, manual visual checks
1.2.1 Audio-only and Video-only (Prerecorded) (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)	Supports	There is no prerecorded audio-only or prerecorded video-only media within the <i>TSOF</i> website.  Please note WCAG Understanding Conformance states the following:  • If there is no content to which a success criterion applies, the success criterion is satisfied.  Test method: Manual visual checks

1.2.2 Captions (Prerecorded) (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)		Generally, non-live videos have synchronized closed captioning. Third-party video content hosted on third-
<ul> <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> <li>Revised Section 508</li> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	party sites, however, cannot be guaranteed to have transcripts or captions.  Test method: Manual visual checks
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)  • 11.8.2 (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	Interactive text transcripts are provided for most videos. Audio descriptions are not available for videos at this time. Test method: Manual visual checks
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)	Partially Supports	TSOF uses semantically correct HTML. When standard HTML is insufficient, ARIA labels provide the necessary programmatic information on specific page elements.  Some current exceptions are:

<ul> <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> <li>Revised Section 508</li> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<ul> <li>Missing form labels not associated with form inputs elements.</li> <li>There is some legacy content that uses HTML tables for the layout of images. Some of these tables do not yet specify their presentation role, which would allow assistive technology to ignore the table markup.</li> <li>These issues are currently being evaluated and will be repaired in future updates.</li> <li>Test method: WAVE, JAWS, HTML_CodeSniffer, manual</li> </ul>
1.3.2 Meaningful Sequence (Level A)		visual checks
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)  • 11.8.2 (Closed Software)  • 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	The reading and navigation order of the content is logical and intuitive. The page content is linear and can be read with a screen reader sequentially whether style sheets are altered or disabled.  Test method: WAVE, JAWS, manual 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)	Supports	Instructions for understanding and operating content do not rely on sensory characteristics, such as shape, size, or visual location. Typically, plain text instructions and labels are provided. Instructions do not rely upon sound.  Test method: WAVE, manual visual checks

• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
<ul> <li>501 (Web)(Software)</li> </ul>		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.4.1 Use of Color (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.1 (Web)		Generally, color is not the sole means to convey
<ul> <li>10.1.4.1 (Non-web document)</li> </ul>		information in <i>TSOF</i> . An underline distinction is provided
• 11.1.4.1 (Open Functionality Software)		upon mouse hover or when a link receives keyboard
• 11.1.4.1 (Closed Software)	S	focus. Furthermore, consistent page design and layout
• 11.8.2 (Authoring Tool)	Supports	of content are also used to convey information, indicate
• 12.1.2 (Product Docs)		an action, prompt a response, or distinguish a visual
• 12.2.4 (Support Docs)		element in addition to color.
Revised Section 508		Testing meethed, Manual visual shocks
• 501 (Web)(Software)		Testing method: Manual visual checks
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.4.2 Audio Control (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.2 (Web)		
<ul> <li>10.1.4.2 (Non-web document)</li> </ul>		Videos with audio do not play automatically on TSOF. On
<ul> <li>11.1.4.2 (Open Functionality Software)</li> </ul>		the video player, there is a mechanism available to
• 11.1.4.2 (Closed Software)	Supports	control audio volume.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		Testing method: Manual visual checks
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		

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)	Almost all page functionality within TSOF is available using the keyboard.  Some current exceptions are:  • The Curriculum Tools page is not yet totally keyboard accessible.  • The keyboard is also skipping:  ○ The Search Box Button Icon.
EN 301 549 Criteria  • 9.2.1.1 (Web)  • 10.2.1.1 (Non-web document)	<ul> <li>"Having trouble logging in?" link – in the</li> </ul>
<ul> <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> <li>Revised Section 508</li> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Your Profile modal.  The "FILTER BY TOPIC" links on all Topics pages (right-hand side panel).  Topics pages for the single or grid view menu and the copy to clipboard page component links above the FILTER BY TOPIC panel.  There is an on and off mechanism that reveals glossary terms or words within paragraph text in articles. Upon a mouse pointer hover, the glossary term shows additional pop-up content, i.e., a glossary term definition. This supplemental content is currently not keyboard accessible.  The Crossword Puzzles are not keyboard accessible.  Future updates are planned for these and other gaps within the keyboard accessibility of TSOF.

2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria		
<ul> <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> <li>Revised Section 508</li> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Keyboard controls can be used to move keyboard focus throughout the platform without being trapped on a particular component.  Testing method: Manual visual checks
2.1.4 Character Key Shortcuts (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	Not Applicable	TSOF does not use or have character key shortcuts
2.2.1 Timing Adjustable (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)	Supports	TSOF does not have any perceptible timed response requirements.  Testing method: Manual visual checks

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• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
2.2.2 Pause, Stop, Hide (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.2.2 (Web)		
<ul> <li>10.2.2.2 (Non-web document)</li> </ul>		
• 11.2.2.2 (Open Functionality Software)		TSOF does not have any moving, blinking, scrolling, or
• 11.2.2.2 (Closed Software)	Supports	auto-updating content.
• 11.8.2 (Authoring Tool)	Supports	
• 12.1.2 (Product Docs)		Testing method: Manual visual checks
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.3.1 (Web)		
10.2.3.1 (Non-web document)		
11.2.3.1 (Open Functionality Software)		TSOF does not use flashing or blinking elements in the
• 11.2.3.1 (Closed Software)	Supports	user interface.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		Testing method: Manual visual checks
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
504.2 (Authoring Tool)		
602.3 (Support Docs)		

2.4.1 Bypass Blocks (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.4.1 (Web)		
<ul> <li>10.2.4.1 (Non-web document) – Does not apply</li> </ul>		
<ul> <li>11.2.4.1 (Open Functionality Software) – Does not apply</li> </ul>		Skip to Main Content bypass link is available on all
<ul> <li>11.2.4.1 (Closed Software) – Does not apply</li> </ul>	Cupports	pages.
• 11.8.2 (Authoring Tool)	Supports	
• 12.1.2 (Product Docs)		Testing method: Manual visual checks
• 12.2.4 (Support Docs)		
Revised Section 508		
<ul> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>		
• 504.2 (Authoring Tool)		
<ul> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
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)		
<ul> <li>11.2.4.2 (Open Functionality Software) - Does not apply</li> </ul>		All web pages include titles that describe the topic or
<ul> <li>11.2.4.2 (Closed Software) – Does not apply</li> </ul>	Supports	purpose.
• 11.8.2 (Authoring Tool)	Supports	
• 12.1.2 (Product Docs)		Testing method: WAVE, manual visual, and code checks
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
2.4.3 Focus Order (Level A)		Navigation order of links, form elements, and object
Also applies to:		elements are all in logical and intuitive keyboard focus
EN 301 549 Criteria	Supports	order.
• 9.2.4.3 (Web)	συμμοί το	
<ul> <li>10.2.4.3 (Non-web document)</li> </ul>		Testing method: WAVE, JAWS, Manual visual and code
• 11.2.4.3 (Open Functionality Software)		checks

• 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)		
2.4.4 Link Purpose (In Context) (Level A)		
Also applies to:		
EN 301 549 Criteria		The number of most links can usually be determined by
• 9.2.4.4 (Web)		The purpose of most links can usually be determined by
• 10.2.4.4 (Non-web document)		text alone or by its context to a surrounding paragraph or list.
• 11.2.4.4 (Open Functionality Software)		or list.
• 11.2.4.4 (Closed Software		Mana ana ana manatina llu data maina duna muun will la a
• 11.8.2 (Authoring Tool)	Partially Supports	More programmatically determined markup will be a priority in future updates to describe some ambiguous
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		link purposes such as image links and empty buttons.
Revised Section 508		Testing method: WAVE, JAWS, manual visual checks
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
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)		TCOE de comet house anumentation sint an moth least d
• 11.2.5.1 (Open Functionality Software)	Not Applicable	TSOF does not have any multipoint or path-based
• 11.2.5.1 (Closed Software)		gestures interaction elements.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		

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2.5.2 Pointer Cancellation (Level A 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.5.2 (Web)		TSOF does not override the default behavior of controls.
<ul> <li>10.2.5.2 (Non-web document)</li> </ul>		Therefore all functionality used by a mouse, for instance,
• 11.2.5.2 (Open Functionality Software)	Supports	can be canceled using the browser or operating system.
• 11.2.5.2 (Closed Software)		
• 11.8.2 (Authoring Tool)		Testing method: Manual visual checks
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
2.5.3 Label in Name (Level A 2.1 only)		
Also applies to:		
EN 301 549 Criteria		lintanta an anno anno anto an ab an linta an lantana bana tha
• 9.2.5.3 (Web)		Interface components such as links or buttons have the same accessible name as the visible text. Current
• 10.2.5.3 (Non-web document)		
• 11.2.5.3.1 (Open Functionality Software)	Partially Supports	exceptions may include empty and missing labels in form controls.
• 11.2.5.3.2 (Closed Software)		controls.
• 11.8.2 (Authoring Tool)		Testing method: Manual visual checks
• 12.1.2 (Product Docs)		resting method. Manual visual checks
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
2.5.4 Motion Actuation (Level A 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.5.4 (Web)		
<ul> <li>10.2.5.4 (Non-web document)</li> </ul>		TSOS do as not have any functionality that can be
<ul> <li>11.2.5.4 (Open Functionality Software)</li> </ul>	Not Applicable	TSOF does not have any functionality that can be
• 11.2.5.4 (Closed Software)		operated by device motion or user motion.
<ul> <li>11.8.2 (Authoring Tool)</li> </ul>		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		

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)  3.2.1 On Focus (Level A)	Does Not Support	Future developments will ensure the default language of each page in the platform can be programmatically determined. HTML language attributes < html lang="en"> WILL BE present in all pages in future updates.  Testing method: WAVE, manual visual, and code checks
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	Page elements upon focus do not change substantially on the page. No interference occurs.  Testing method: Manual visual checks
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)	Supports	User inputs and controls are predictable. There are no substantial changes to pages during the input of information that could confuse or disorient a user.  Testing method: WAVE, Manual visual checks

• 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)		
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)		When input errors are detected, the item causing the
• 11.3.3.1.2 (Closed Software)	Supports	error is identified, and the error is described in the text.
• 11.8.2 (Authoring Tool)	Supports	
• 12.1.2 (Product Docs)		Testing method: Manual visual checks
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A)		Sufficient labels, cues, and instructions are provided
Also applies to:		when user input is required.
EN 301 549 Criteria		
• 9.3.3.2 (Web)		Some current exceptions are:
• 10.3.3.2 (Non-web document)		
• 11.3.3.2 (Open Functionality Software)	Partially Supports	<ul> <li>Some label elements were found to be missing</li> </ul>
• 11.3.3.2 (Closed Software)		from associated text inputs in form controls
• 11.8.2 (Authoring Tool)		during testing.
• 12.1.2 (Product Docs)		<ul> <li>Missing form labels will be added in future</li> </ul>
• 12.2.4 (Support Docs)		updates.
Revised Section 508		
• 501 (Web)(Software)		Testing method: WAVE, JAWS, manual visual checks

• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
4.1.1 Parsing (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.4.1.1 (Web)		All and an experience to an extension LITAAL (VILITAAL and
<ul> <li>10.4.1.1 (Non-web document)</li> </ul>		All pages conform to modern HTML/XHTML web
• 11.4.1.1.1 (Open Functionality Software)		standards. The validator: https://validator.w3.org/
<ul> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> </ul>	Doubielly Course out	found some parsing errors, but not significant enough to
• 11.8.2 (Authoring Tool)	Partially Supports	affect the accessibility of <i>TSOF</i> .
• 12.1.2 (Product Docs)		Tooting models of MANAY walidates was and
• 12.2.4 (Support Docs)		Testing method: WAVE, validator.w3.org,
Revised Section 508		HTML_CodeSniffer, manual visual checks
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
Ad O Nove Balance I and A		TSOF uses markup designed to facilitate accessibility by
4.1.2 Name, Role, Value (Level A)		following HTML specifications. Name, role, and value
Also applies to:		attributes are used extensively throughout the site, as
EN 301 549 Criteria		well as ARIA when HTML is not sufficient.
• 9.4.1.2 (Web)		
• 10.4.1.2 (Non-web document)		Some current exceptions are:
• 11.4.1.2.1 (Open Functionality Software)		·
• 11.4.1.2.2 (Closed Software) – Not required	Partially Supports	<ul> <li>Some reoccurring SVG images are missing aria-</li> </ul>
• 11.8.2 (Authoring Tool)		label attributes that describe the purpose of the
• 12.1.2 (Product Docs)		image.
• 12.2.4 (Support Docs)		<ul> <li>Missing aria-labels will be added in future</li> </ul>
Revised Section 508		updates.
• 501 (Web)(Software)		·
• 504.2 (Authoring Tool)		Testing method: WAVE, validator.w3.org,
602.3 (Support Docs)		HTML_CodeSniffer, manual visual checks

# **Table 2: Success Criteria, Level AA**

Notes: Tested the initial landing page, different search results pages, secondary navigation pages, articles, and some video player pages.

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)		
<ul> <li>10.1.2.4 (Non-web document)</li> </ul>		There is no live content in <i>TSOF</i> . Since there is no
<ul> <li>11.1.2.4 (Open Functionality Software)</li> </ul>		
• 11.1.2.4 (Closed Software)	Supports	content to which this criterion applies, this criterion is satisfied.
• 11.8.2 (Authoring Tool)		sausileu.
• 12.1.2 (Product Docs)		Testing method: Manual visual checks
• 12.2.4 (Support Docs)		resting method. Wandar visual checks
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
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)		We do not provide audio descriptions for prerecorded
• 11.1.2.5 (Open Functionality Software)		videos. However, closed captioning and interactive
• 11.1.2.5 (Closed Software)	Partially Supports	transcripts are available.
• 11.8.2 (Authoring 1001)		
• 12.1.2 (Product Docs)		Testing method: Manual visual checks
• 12.2.4 (Support Docs)		resting method mandar visual chesics
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

	1	
1.3.4 Orientation (Level AA 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.3.4 (Web)		TSOF orientation on mobile devices is not restricted to
<ul> <li>10.1.3.4 (Non-web document)</li> </ul>		only portrait or landscape.
• 11.1.3.4 (Open Functionality Software)	Supports	only portrait or landscape.
• 11.1.3.4 (Closed Software)		Testing method: Apple iPad, Manual visual checks
• 11.8.2 (Authoring Tool)		resting method. Apple Irau, Mandai Visual Checks
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
1.3.5 Identify Input Purpose (Level AA 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.3.5 (Web)		TSOF allows standard user interface components such as
• 10.1.3.5 (Non-web document)		contact forms to auto-fill in the fields for usernames,
• 11.1.3.5.1 (Open Functionality Software)	Supports	passwords, and e-mail addresses.
• 11.1.3.5.2 (Closed Software)		
• 11.8.2 (Authoring Tool)		Testing method: Manual visual checks
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
1.4.3 Contrast (Minimum) (Level AA)		The visual presentation of text has a contrast ratio of at
Also applies to:		least 4.5:1.
EN 301 549 Criteria		least 4.3.1.
• 9.1.4.3 (Web)		There are two areas where text was found with low
<ul> <li>10.1.4.3 (Non-web document)</li> </ul>		contrast but are not contrast errors as they are
• 11.1.4.3 (Open Functionality Software)	Supports	considered incidental or decoration text:
• 11.1.4.3 (Closed Software)		constacted incidental of decoration text.
• 11.8.2 (Authoring Tool)		<ul> <li>In the A to Z navigation, the "no letter content"</li> </ul>
• 12.1.2 (Product Docs)		class of lettering.
• 12.2.4 (Support Docs)		Footer access provided by text.
Revised Section 508		1 ooter access provided by text.
• 501 (Web)(Software)		

• 504.2 (Authoring Tool)		Testing method: WAVE, Colour Contrast Analyser, and
602.3 (Support Docs)		manual visual checks
1.4.4 Resize text (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.4 (Web)		
<ul> <li>10.1.4.4 (Non-web document)</li> </ul>		
• 11.1.4.4.1 (Open Functionality Software)		Text, including captions, can be resized up to 200
<ul> <li>11.1.4.4.2 (Closed Software)</li> </ul>	Supports	percent without loss of content or functionality.
• 11.8.2 (Authoring Tool)	Supports	
• 12.1.2 (Product Docs)		Testing method: Manual visual checks
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
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)		Images of text are not generally used and were not
<ul> <li>11.1.4.5.2 (Closed Software) – Does not apply</li> </ul>	Cupports	found during testing.
• 11.8.2 (Authoring Tool)	Supports	
• 12.1.2 (Product Docs)		Testing method: Manual visual checks
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 only)		There is no loss of content, functionality, or horizontal
Also applies to:	Cupports	scrolling when content is zoomed in at 400 percent.
EN 301 549 Criteria	Supports	
• 9.1.4.10 (Web)		Testing method: Apple iPad, Manual visual checks
• •	D 10 . ( 00	, , , , ,

<ul> <li>10.1.4.10 (Non-web document)</li> </ul>		
• 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		
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)  • 11.8.2 (Authoring Tool)  • 12.1.2 (Product Docs)  • 12.2.4 (Support Docs)  Revised Section 508 – Does not apply	Partially Supports	TSOF uses thousands of complex images in many articles as supplemental content. These images help illustrate the themes and main points of the articles. It is, therefore, possible, many complex images may have insufficient contrast. However, all these images will have accompanied adjacent text descriptions to provide context to screen readers and assistive technology. Examples of these complex images may include charts, graphs, diagrams, illustrations of scientific processes, and maps.
4.40 To 1.6 cost of the class 2.4 coll.)		Testing method: Manual visual checks
1.4.12 Text Spacing (Level AA 2.1 only)		
Also applies to: EN 301 549 Criteria		No loss of soutout on forestionality account when the coord
		No loss of content or functionality occurs when the user
<ul><li>9.1.4.12 (Web)</li><li>10.1.4.12 (Non-web document)</li></ul>		adapts text spacing within markup. There are no height
<ul> <li>10.1.4.12 (Non-web document)</li> <li>11.1.4.12 (Open Functionality Software)</li> </ul>	Cupports	or spacing restrictions within <i>TSOF</i> text paragraphs.
11 1 1 1 2 1 2 1 2 1 2 1 2 1	Supports	The platform, therefore, should support the use of space widgets, plugins, or third-party browser tools.
<ul><li>11.1.4.12 (Closed Software)</li><li>11.8.2 (Authoring Tool)</li></ul>		widgets, plugilis, of tillid-party browser tools.
• 11.6.2 (Additioning 1001) • 12.1.2 (Product Docs)		Tacting mathod: Manual visual shocks
12.2.1/2		Testing method: Manual visual checks
• 12.2.4 (Support Docs)  Revised Section 508 – Does not apply		
117		In TCOE there are glossery terms or words that upon a
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to:		In <i>TSOF</i> , there are glossary terms or words that, upon a mouse pointer hover, show additional pop-up content,
EN 301 549 Criteria	Does Not Support	i.e., a glossary term definition.
• 9.1.4.13 (Web)		i.e., a giossary term deminition.
● 3.1.4.13 (WED)	2000	

• 10.1.4.13 (Non-web document)		Upon pointer hover, the glossary term definition
• 11.1.4.13 (Open Functionality Software)		disappears or closes as the pointer moves away from the
• 11.1.4.13 (Closed Software)		glossary term and towards the pop-up content. This
• 11.8.2 (Authoring Tool)		functionality is being looked at to be repaired in future
• 12.1.2 (Product Docs)		updates.
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		Testing method: Manual visual checks
2.4.5 Multiple Ways (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.4.5 (Web)		
<ul> <li>10.2.4.5 (Non-web document) – Does not apply</li> </ul>		There are multiple ways to reach some content including
<ul> <li>11.2.4.5 (Open Functionality Software) – Does not apply</li> </ul>		There are multiple ways to reach core content, including
<ul> <li>11.2.4.5 (Closed Software) – Does not apply</li> </ul>	Curananta	search, browse, and direct links. The main navigation
• 11.8.2 (Authoring Tool)	Supports	area is always available on every page.
• 12.1.2 (Product Docs)		Testing meethed Namuel viewel shooks
• 12.2.4 (Support Docs)		Testing method: Manual visual checks
Revised Section 508		
<ul> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>		
• 504.2 (Authoring Tool)		
<ul> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
2.4.6 Headings and Labels (Level AA)		
Also applies to:		
EN 301 549 Criteria		Most heading structures and form labels are informative
• 9.2.4.6 (Web)		and compliant with accessibility standards. As
• 10.2.4.6 (Non-web document)		mentioned, many elements are labeled using ARIA.
• 11.2.4.6 (Open Functionality Software)		Some current exceptions are: not all form controls have
• 11.2.4.6 (Closed Software)	Partially Supports	properly associated text labels. The repair of form
• 11.8.2 (Authoring Tool)		controls and text labels will be addressed in future
• 12.1.2 (Product Docs)		updates.
• 12.2.4 (Support Docs)		
Revised Section 508		Testing method: WAVE, JAWS, manual visual checks
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		

602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) Also applies to:		
EN 301 549 Criteria		Most user interface components are highlighted by the
• 9.2.4.7 (Web)		user agent when they receive focus.
• 10.2.4.7 (Web) • 10.2.4.7 (Non-web document)		user agent when they receive rocus.
• 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software)		Some current exceptions are:
• 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software)		Some current exceptions are.
• 11.8.2 (Authoring Tool)	Partially Supports	Search button icon
• 12.1.2 (Product Docs)		"Having trouble logging in?" link – in the Your
• 12.2.4 (Support Docs)		Profile modal
Revised Section 508		Frome modal
• 501 (Web)(Software)		Testing method: Manual visual checks
• 504.2 (Authoring Tool)		resting method. Mandal Visual Checks
• 602.3 (Support Docs)		
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)		There is no non-English content on <i>TSOF</i> . Since there is no content to which this criterion applies, this criterion
• 11.3.1.2 (Open Functionality Software) – Does not apply		
• 11.3.1.2 (Closed Software) – Does not apply		
• 11.8.2 (Authoring Tool)	Supports	is satisfied.
• 12.1.2 (Product Docs)		L
• 12.2.4 (Support Docs)		Testing method: Manual visual checks
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA)		The repeated navigational mechanisms, such as the
Also applies to:	Supports	header and search options, are repeated in the same
EN 301 549 Criteria	συμμοιτο	relative order.
• 9.3.2.3 (Web)		

<ul> <li>10.3.2.3 (Non-web document) – Does not apply</li> </ul>		Testing method: Manual visual checks
<ul> <li>11.3.2.3 (Open Functionality Software) – Does not apply</li> </ul>		
<ul> <li>11.3.2.3 (Closed Software) – Does not apply</li> </ul>		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
<ul> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>		
• 504.2 (Authoring Tool)		
<ul> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
3.2.4 Consistent Identification (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.2.4 (Web)		
<ul> <li>10.3.2.4 (Non-web document) – Does not apply</li> </ul>		
<ul> <li>11.3.2.4 (Open Functionality Software) – Does not apply</li> </ul>		Components with the same functionality are always
<ul> <li>11.3.2.4 (Closed Software) – Does not apply</li> </ul>	Supports	identified the same way within the platform.
• 11.8.2 (Authoring Tool)	Supports	
• 12.1.2 (Product Docs)		Testing method: Manual visual checks
• 12.2.4 (Support Docs)		
Revised Section 508		
<ul> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>		
• 504.2 (Authoring Tool)		
<ul> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
3.3.3 Error Suggestion (Level AA)		
Also applies to:		
EN 301 549 Criteria		When an input error is detected, a suggestion is given to
• 9.3.3.3 (Web)		correct the mistake. For example, an incorrectly entered
<ul> <li>10.3.3.3 (Non-web document)</li> </ul>	Supports	date will result in a recommendation for the user to re-
<ul> <li>11.3.3.3 (Open Functionality Software)</li> </ul>	Supports	enter the information into the correct format.
• 11.3.3.3 (Closed Software)		
• 11.8.2 (Authoring Tool)		Testing method: Manual visual checks
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		

Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.3.4 (Web)		
• 10.3.3.4 (Non-web document)		TCOE de se pet conduct le col commitme ente en financial
<ul> <li>11.3.3.4 (Open Functionality Software)</li> </ul>		TSOF does not conduct legal commitments or financial
• 11.3.3.4 (Closed Software)	Cupports	transactions on its platform. Since there is no content to
• 11.8.2 (Authoring Tool)	Supports	which this criterion applies, this criterion is satisfied.
• 12.1.2 (Product Docs)		Testing method: Manual visual checks
• 12.2.4 (Support Docs)		resting method: Manual Visual Checks
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
4.1.3 Status Messages (Level AA 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.4.1.3 (Web)		Components with the same functionality are always
<ul> <li>10.4.1.3 (Non-web document)</li> </ul>		
<ul> <li>11.4.1.3 (Open Functionality Software)</li> </ul>	Supports	identified the same way within the platform.
<ul> <li>11.4.1.3 (Closed Software) – Does not apply</li> </ul>		Tasting mathod: Manual visual chacks
• 11.8.2 (Authoring Tool)		Testing method: Manual visual checks
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		

# **Table 3: Success Criteria, Level AAA**

Notes: *Today's Science* is not being evaluated for Level AAA conformance.

# **Revised Section 508 Report**

# **Chapter 3: Functional Performance Criteria (FPC)**

Criteria	Conformance Level	Remarks and Explanations
		TSOF content is accessible with Assistive Technology (AT), such as JAWS or NVDA screen reader applications.
302.1 Without Vision	Partially Supports	<ul> <li>Some linked images in secondary results pages, some recurring</li> </ul>
		empty buttons, and missing form labels may cause some identification challenges with AT.
302.2 With Limited Vision	Supports	TSOF supports browser magnification up to 400%. Additionally, TSOF content is accessible with AT and does not interfere with the operating system's controls, such as high contrast mode.
302.3 Without Perception of Color	Partially Supports	Generally, color is not the sole means to convey information or content in <i>TSOF</i> . The use of design patterns and link placement convey information, so color perception is not entirely needed to navigate TSOF.
302.4 Without Hearing	Supports	TSOF's video player supports closed captions and has interactive transcripts.
302.5 With Limited Hearing	Supports	TSOF's video player supports closed captions and has interactive transcripts.

302.6 Without Speech	Not Applicable	Use of speech is not required to access TSOF content.
302.7 With Limited Manipulation	Supports	TSOF supports standard input mechanisms such as keyboard navigation.
302.8 With Limited Reach and Strength	Supports	TSOF supports standard input mechanisms such as keyboard navigation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	TSOF has no timed response limits. Error indications and suggestions are also provided in most cases. Logical keyboard navigation and tab focus order functionality is available across the platform as well.

## Chapter 4: Hardware

Notes: *Today's Science* is a website and is not subject to the requirement of this section.

## **Chapter 5: Software**

Notes: *Today's Science* is a web-only platform and is not subject to non-web software criteria since they have been addressed in the above WCAG 2.1 and Revised Section 508 conformance tables.

# **Chapter 6: Support Documentation and Services**

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features is available in the platform help center.
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All support documentation is available electronically or can be printed. If alternate formats of documentation are

		required, they can be made available upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features is available in the platform help center. Support is also provided over e-mail, telephone, and live chat.
603.3 Accommodation of Communication Needs	Supports	The <i>TSOF</i> support team can be contacted for assistance via e-mail, phone, or live chat. Other methods can be made available upon request.

# **EN 301 549 Report**

# **Chapter 4: <u>Functional Performance Statements</u>** (FPS)

Criteria	Conformance Level	Remarks and Explanations
		TSOF content is accessible with Assistive Technology (AT), such as JAWS or NVDA screen reader applications.
		Exceptions:
4.2.1 Usage without vision	Partially Supports	<ul> <li>Some linked images in secondary results pages, some recurring empty buttons, and missing form labels may cause some identification challenges with AT.</li> </ul>
4.2.2 Usage with limited vision	Supports	TSOF supports browser magnification up to 400%. Additionally, TSOF content is accessible with AT and does not interfere with the operating system's controls, such as high contrast mode.
4.2.3 Usage without perception of colour	Partially Supports	Generally, color is not the sole means to convey information or content in <i>TSOF</i> .  The use of design patterns and link placement convey information, so color perception is not entirely needed to navigate TSOF.
4.2.4 Usage without hearing	Supports	TSOF's video player supports closed
		captions and has interactive transcripts.  TSOF's video player supports closed
4.2.5 Usage with limited hearing	Supports	captions and has interactive transcripts.

4.2.6 Usage with no or limited vocal capability	Not Applicable	Use of speech is not required to access TSOF content.
4.2.7 Usage with limited manipulation or strength	Supports	TSOF supports standard input mechanisms such as keyboard navigation.
4.2.8 Usage with limited reach	Supports	TSOF supports standard input mechanisms such as keyboard navigation.
4.2.9 Minimize photosensitive seizure triggers	Supports	The pages of this product do not contain anything that flashes.
4.2.10 Usage with limited cognition, language or learning	Supports	TSOF has no timed response limits. Error indications and suggestions are also provided in most cases. Logical keyboard navigation and tab focus order functionality is available across the platform as well.
4.2.11 Privacy	Supports	TSOF does not stop a user from using their own privacy tools when interacting with the content.

### **Chapter 5: Generic Requirements**

Notes: *TSOF* supports standard input mechanisms and assistive technology devices and software. Therefore, *TSOF* is not subject to the Closed functionality chapter criteria as published in the ETSI EN 301 549 report.

## **Chapter 6: ICT with Two-Way Voice Communication**

Notes: *TSOF* does not offer two-way voice communication in any way. Therefore, *TSOF* is not subject to the Two-Way Voice Communication chapter criteria as published in the ETSI EN 301 549 report.

## **Chapter 7: ICT with Video Capabilities**

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required

7.1.1 Captioning playback		TSOF's video player supports closed captions and interactive transcripts for all Infobase videos.
	Partially Supports	Possible exceptions are third-party video content hosted on third-party sites. <i>TSOF</i> cannot guarantee these videos will have transcripts or captions.
7.1.2 Captioning synchronization		TSOF's video player supports synchronized closed captions and interactive transcripts for all Infobase videos.
	Partially Supports	Possible exceptions are third-party video content hosted on third-party sites. <i>TSOF</i> cannot guarantee these videos will have transcripts or captions.
7.1.3 Preservation of captioning	Partially Supports	For video captions hosted by Infobase, the default caption display's appearance is not overridden or changed in any way. As stated, third-party videos cannot be guaranteed to have transcripts or captions.
7.2.1 Audio description playback	Does Not Support	Audio descriptions are not included with Infobase videos.
7.2.2 Audio description synchronization	Does Not Support	Audio descriptions are not included with Infobase videos.
7.2.3 Preservation of audio description	Does Not Support	Audio descriptions are not included with Infobase videos.
7.3 User controls for captions and audio description	Partially Supports	Audio descriptions are not included with Infobase videos. Text transcripts of Infobase videos are available for download

at the same level as other playback
controls or within the page's video player
region.

### **Chapter 8: Hardware**

Notes: *Today's Science* is a website and is not subject to the requirement of this section.

Chapter 9: Web (see WCAG 2.1 section)

#### **Chapter 10: Non-Web Software**

Notes: *Today's Science* does not include non-web documents. Therefore, *TSOF* is not subject to the requirements of this section.

### **Chapter 11: Software**

Notes: *Today's Science* is a web-only platform and is not subject to non-web software criteria since they have been addressed in the above WCAG 2.1 and Revised Section 508 conformance tables.

## **Chapter 12: Documentation and Support Services**

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Documentation of accessibility and compatibility features is available in the platform help center.
12.1.2 Accessible documentation	See <u>WCAG 2.1</u> section	See information in WCAG 2.1 section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Documentation of accessibility and compatibility features is available in the platform help center. Support is also

		provided over e-mail, telephone, and live chat.
12.2.3 Effective communication	Supports	The TSOF support team can be contacted for assistance via e-mail, phone, or live chat. Other methods can be made available upon request.
12.2.4 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section

### **Chapter 13: ICT Providing Relay or Emergency Service Access**

Notes: TSOF does not provide any relay services. There is also no access to Emergency Services from within TSOF.

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