

# Credo Reference Accessibility Conformance Report

VPAT® Version 2.1

**Name of Product/Version:** Credo Online Reference Service

**Product Description:** Credo Online Reference Service is an electronic book platform covering titles from over 100 different publishers.

**Date:** January 1, 2020

**Contact information:** Credo Reference Customer Support, 1-617-500-1879  
support@credoreference.com

**Notes:** This report was conducted using the Academic Core content package on the Credo Online Reference Service platform.

**Evaluation Methods Used:** Credo conducts regular internal accessibility evaluations using the HTML CodeSniffer tool and several screenreader tools.

## 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 2.1, at <a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</a>	Level A (Yes ) Level AA (Yes ) Level AAA ( No )
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at <http://mandate376.standards.eu/standard>

(No)

## Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** 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 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

### Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
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<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1 (Web)</li> <li>● 10.2.1 (non-web document)</li> <li>● 11.2.1.1 (Software)</li> <li>● 11.2.2.1 (Closed Functionality Software)</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>	<p>Supports Supports</p>	<p>All non-text images have associated text equivalents, including captions when provided by the original publisher and alt text.</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2 (Web)</li> <li>● 10.2.2 (non-web document)</li> <li>● 11.2.1.2 (Software)</li> <li>● 11.2.2.2.1 and 11.2.2.2.2 (Closed Software)</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>	<p>Supports with Exceptions</p>	<p>Audio-only content has a corresponding transcript or does not contain words to transcribe. Video-only content does not have audio description, but appears in entries with other descriptive text conveys the material.</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.3 (Web)</li> <li>● 10.2.3 (non-web document)</li> <li>● 11.2.1.3 (Software)</li> <li>● 11.2.2.3 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> </ul>	<p>Supports</p>	<p>Captions are provided for all video content in vtt files, which display automatically when accessed in a browser.</p>

<ul style="list-style-type: none"> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>		
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4 (Web)</li> <li>● 10.2.4 (non-web document)</li> <li>● 11.2.1.4 (Software)</li> <li>● 11.2.2.4 (Closed Software)</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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 with exceptions	Credo supports audio descriptions when provided by publishers as part of their original content. However, Credo has not created audio descriptions for videos from publishers which did not have this content. Therefore, some of our video content does not have audio descriptions of the actions taking place. We are working on creating this data ourselves, but this is not provided as part of the original content.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.7 (Web)</li> <li>● 10.2.7 (non-web document)</li> <li>● 11.2.1.7 (Software)</li> <li>● 11.2.2.7 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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	Credo uses ARIA landmarks to identify regions of the page.
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.8 (Web)</li> </ul>	Supports	Content is ordered based on structural markup. All content is displayed to be read from left to right, top to bottom. If content is nested, breadcrumbs with links

<ul style="list-style-type: none"> <li>● 10.2.8 (non-web document)</li> <li>● 11.2.1.8 (Software)</li> <li>● 11.2.2.8 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>		<p>that describe this relationship are displayed on the page.</p>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.9 (Web)</li> <li>● 10.2.9 (non-web document)</li> <li>● 11.2.1.9 (Software)</li> <li>● 11.2.2.9 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>	<p>Supports</p>	<p>No content or operation instructions rely on location, shape or size to convey that information.</p>
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.10 (Web)</li> <li>● 10.2.10 (non-web document)</li> <li>● 11.2.1.10 (Software)</li> <li>● 11.2.2.10 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	<p>Supports</p>	<p>No content or operation instructions rely on color to convey that information</p>

<ul style="list-style-type: none"> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.11 (Web)</li> <li>● 10.2.11 (non-web document)</li> <li>● 11.2.1.11 (Software)</li> <li>● 11.2.2.11 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>	Not Applicable	Audio does not autoplay.
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.15 (Web)</li> <li>● 10.2.15 (non-web document)</li> <li>● 11.2.1.15 (Software)</li> <li>● 11.2.2.15 (Closed Software)</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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	All functionality of the content is operable through a keyboard.
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.16 (Web)</li> <li>● 10.2.16 (non-web document)</li> <li>● 11.2.1.16 (Software)</li> <li>● 11.2.2.16 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> </ul>	Supports	Keyboard focus can be moved to a component of the page using a keyboard interface, but focus can also be moved away from that component using only a keyboard interface.

<ul style="list-style-type: none"> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>		
<p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.17 (Web)</li> <li>● 10.2.17 (non-web document)</li> <li>● 11.2.1.17 (Software)</li> <li>● 11.2.2.17 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>	Not Applicable	There are no timed elements of the content.
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.18 (Web)</li> <li>● 10.2.18 (non-web document)</li> <li>● 11.2.1.18 (Software)</li> <li>● 11.2.2.18 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>	Not Applicable	Content does not blink or move.
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	Content does not contain anything that flashes more than three times in any one second period.

<ul style="list-style-type: none"> <li>● 9.2.19 (Web)</li> <li>● 10.2.19 (non-web document)</li> <li>● 11.2.1.19 (Software)</li> <li>● 11.2.2.19 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>		
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.20 (Web)</li> <li>● 10.2.20 (non-web document) – Does not apply</li> <li>● 11.2.1.20 (Software) – Does not apply</li> <li>● 11.2.2.20 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <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	This application provides a Skip to Content link option.
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.21 (Web)</li> <li>● 10.2.21 (non-web document)</li> <li>● 11.2.1.21 (Software) - Does not apply</li> <li>● 11.2.2.21 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> </ul>	Supports	Page titles are descriptive to the purpose of the page.



<ul style="list-style-type: none"> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.22 (Web)</li> <li>● 10.2.22 (non-web document)</li> <li>● 11.2.1.22 (Software)</li> <li>● 11.2.2.22 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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	Tabbing follows a left to right, top to bottom order on the page.
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.23 (Web)</li> <li>● 10.2.23 (non-web document)</li> <li>● 11.2.1.23 (Software)</li> <li>● 11.2.2.23 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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	Link text and purpose is unambiguous. The site does not contain image maps.
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.27 (Web)</li> <li>● 10.2.27 (non-web document)</li> <li>● 11.2.1.27 (Software)</li> <li>● 11.2.2.27 (Closed Software)</li> </ul>	Supports	The default language of the page is English. This is also expressed using the language attribute in the html tag.

<ul style="list-style-type: none"> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>		
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.29 (Web)</li> <li>● 10.2.29 (non-web document)</li> <li>● 11.2.1.29 (Software)</li> <li>● 11.2.2.29 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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	When a component receives focus, it does not initiate a change of context.
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.30 (Web)</li> <li>● 10.2.30 (non-web document)</li> <li>● 11.2.1.30 (Software)</li> <li>● 11.2.2.30 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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	Submit buttons are provided for forms and input boxes.
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p>	Supports	All pages provide an error message when input fields are required.

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.33 (Web)</li> <li>● 10.2.33 (non-web document)</li> <li>● 11.2.1.33 (Software)</li> <li>● 11.2.2.33 (Closed Software)</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>		
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.34 (Web)</li> <li>● 10.2.34 (non-web document)</li> <li>● 11.2.1.34 (Software)</li> <li>● 11.2.2.34 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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	Elements are labeled using ARIA elements.
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.37 (Web)</li> <li>● 10.2.37 (non-web document)</li> <li>● 11.2.1.37 (Software)</li> <li>● 11.2.2.37 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p>	Supports	All web pages are validated and well formed.

<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><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.38 (Web)</li> <li>● 10.2.38 (non-web document)</li> <li>● 11.2.1.38 (Software)</li> <li>● 11.2.2.38 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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	Pages use standard HTML controls.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.4 Captions (Live)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5 (Web)</li> <li>● 10.2.5 (non-web document)</li> <li>● 11.2.1.5 (Software)</li> <li>● 11.2.2.5 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	Not Applicable	There is no live content in any of our products.

<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.6 (Web)</li> <li>10.2.6 (non-web document)</li> <li>11.2.1.6 (Software)</li> <li>11.2.2.6 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 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 with Exceptions	Credo has the capability to provide audio descriptions, but receives data from publisher partners who may not have created this data for the original video content. Therefore, there is some video content that does not include an audio description.
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.12 (Web)</li> <li>10.2.12 (non-web document)</li> <li>11.2.1.12 (Software)</li> <li>11.2.2.12 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 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	All text has been checked via WAVE/WebAIM and determined to have a contrast ratio of at least 4.5:1.
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.13 (Web)</li> <li>10.2.13 (non-web document)</li> <li>11.2.1.13 (Software)</li> <li>11.2.2.13 (Closed Software)</li> <li>11.6.2 (Authoring Tool)</li> </ul>	Supports	Text can be resized via a browser without loss of content or functionality.

<ul style="list-style-type: none"> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>		
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.14 (Web)</li> <li>● 10.2.14 (non-web document)</li> <li>● 11.2.1.14 (Software)</li> <li>● 11.2.2.14 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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	Images of text are only used when the format of the text is important to the information being conveyed, such as an equation. Captions are provided for these images.
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.24 (Web)</li> <li>● 10.2.24 (non-web document) – Does not apply</li> <li>● 11.2.1.24 (Software) – Does not apply</li> <li>● 11.2.2.24 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <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	Credo provides a search function, many lists of links to different types of content, alphabetical heading indexes, and tables of contents for book data when available
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	Content is labeled with heading tags to help differentiate or identify the section of the content and describe the topic of the page.

<ul style="list-style-type: none"> <li>● 9.2.25 (Web)</li> <li>● 10.2.25 (non-web document)</li> <li>● 11.2.1.25 (Software)</li> <li>● 11.2.2.25 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>		
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.26 (Web)</li> <li>● 10.2.26 (non-web document)</li> <li>● 11.2.1.26 (Software)</li> <li>● 11.2.2.26 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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	User interface components that are highlighted by the user agent when they receive focus.
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.28 (Web)</li> <li>● 10.2.28 (non-web document)</li> <li>● 11.2.1.28 (Software) – Does not apply</li> <li>● 11.2.2.28 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> </ul>	Supports with Exceptions	Credo uses a language tag in the html to indicate the language of the text. All of Credo’s content has been created in English, but can be translated via a Google translate button. When translated, the page does not change language codes, but we are working on fixing this.

<ul style="list-style-type: none"> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.31 (Web)</li> <li>● 10.2.31 (non-web document) – Does not apply</li> <li>● 11.2.1.31 (Software) – Does not apply</li> <li>● 11.2.2.31 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <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	The location of headers, footers, and tool sets occur in the same relative order on different types of pages, such as entries and topic pages.
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.32 (Web)</li> <li>● 10.2.32 (non-web document) – Does not apply</li> <li>● 11.2.1.32 (Software) – Does not apply</li> <li>● 11.2.2.32 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <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	Components are labeled consistently across different page types.
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.35 (Web)</li> <li>● 10.2.35 (non-web document)</li> <li>● 11.2.1.35 (Software)</li> <li>● 11.2.2.35 (Closed Software) – Does not apply</li> </ul>	Supports	Our search provides feedback on required fields when they are not filled out correctly.



<ul style="list-style-type: none"> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>		
<p><b>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</b></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.36 (Web)</li> <li>● 10.2.36 (non-web document)</li> <li>● 11.2.1.36 (Software)</li> <li>● 11.2.2.36 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 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>	Not Applicable	Credo does not collect any financial or legal data.

### Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.6 Sign Language (Prerecorded) (Level AAA)</b></p> <p>Also applies to:</p> <p>EN 301 549 Criteria – Does not apply</p> <p>2017 Section 508 – Does not apply</p>	Not Evaluated	Not Evaluated
<p><b>1.2.7 Extended Audio Description (Prerecorded) (Level AAA)</b></p> <p>Also applies to:</p> <p>EN 301 549 Criteria – Does not apply</p> <p>2017 Section 508 – Does not apply</p>	Not Evaluated	Not Evaluated
<p><b>1.2.8 Media Alternative (Prerecorded) (Level AAA)</b></p>	Not Evaluated	Not Evaluated

Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
<b><u>1.2.9 Audio-only (Live)</u></b> (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>1.4.6 Contrast Enhanced</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>1.4.7 Low or No Background Audio</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>1.4.8 Visual Presentation</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>1.4.9 Images of Text (No Exception) Control</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>2.1.3 Keyboard (No Exception)</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>2.2.3 No Timing</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>2.2.4 Interruptions</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>2.2.5 Re-authenticating</u></b> (Level AAA)	Not Evaluated	Not Evaluated

Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
<b><u>2.3.2 Three Flashes</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>2.4.8 Location</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>2.4.9 Link Purpose (Link Only)</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>2.4.10 Section Headings</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>3.1.3 Unusual Words</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>3.1.4 Abbreviations</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>3.1.5 Reading Level</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>3.1.6 Pronunciation</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b><u>3.2.5 Change on Request</u></b> (Level AAA)	Not Evaluated	Not Evaluated

Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
<b>3.3.5 Help</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated
<b>3.3.6 Error Prevention (All)</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	Not Evaluated

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Credo's products conform to HTML5 standards and use aria labels for more descriptive information to aid screen readers.
302.2 With Limited Vision	Supports	Credo's products can be rendered in any modern evergreen browser, and supports standard browser magnification and contrast adjustments.
302.3 Without Perception of Color	Supports	No operation instructions within the Credo Online Reference product rely on color to convey that information.
302.4 Without Hearing	Supports	Credo does not convey any specific operational information via audio. Credo does support to screen reading technologies such as JAWS, but all

		information conveyed is also provided in another form. Audio-only content has a corresponding transcript or does not contain words to transcribe.
302.5 With Limited Hearing	Supports	Credo does not convey any specific operational information via audio. Credo does support to screen reading technologies such as JAWS, but all information conveyed is also provided in another form. Audio-only content has a corresponding transcript or does not contain words to transcribe.
302.6 Without Speech	Supports	Any Credo product which provides speech as a mode of input (using a third party software such as Google's text-to-speech to input a search query for instance) is only supported as a secondary method of operation.
302.7 With Limited Manipulation	Not Applicable	None of our products contain physical components to manipulate using reach or strength.
302.8 With Limited Reach and Strength	Not Applicable	None of our products include physical components to manipulate using reach or strength.
302.9 With Limited Language, Cognitive, and Learning Abilities		

## Chapter 4: Hardware

Notes: We have omitted this chapter, as Credo Online Reference Service does not provide hardware with any of its products.

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.1 AA	See WCAG 2.1 section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	The platform provides controls to the user of any in app accessibility features, and does not hinder any controls over external accessibility features provided by the browser or other third party software.
502.2.2 No Disruption of Accessibility Features	Supports	The platform provides controls to the user of any in app accessibility features, and does not hinder any controls over external accessibility features provided by the browser or other third party software.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	The pages in the platform use standard HTML markup with ARIA roles when needed to support accessibility and are programmatically determinable.
502.3.2 Modification of Object Information	Supports	The pages in the platform use standard HTML markup with ARIA roles when needed to support accessibility and are programmatically determinable.
502.3.3 Row, Column, and Headers	Supports	The pages in the platform use standard HTML markup with ARIA roles when needed to support accessibility and are programmatically determinable.
502.3.4 Values	Supports	The pages in the platform use standard HTML markup with ARIA roles when needed to support accessibility and are programmatically determinable.
502.3.5 Modification of Values	Supports	The pages in the platform use standard HTML markup with ARIA roles when needed to support accessibility and are programmatically determinable.
502.3.6 Label Relationships	Supports	The pages in the platform use standard HTML markup with ARIA roles when

		needed to support accessibility and are programmatically determinable.
502.3.7 Hierarchical Relationships	Supports	The pages in the platform use standard HTML markup with ARIA roles when needed to support accessibility and are programmatically determinable.
502.3.8 Text	Supports	The pages in the platform use standard HTML markup with ARIA roles when needed to support accessibility and are programmatically determinable.
502.3.9 Modification of Text	Supports	The pages in the platform use standard HTML markup with ARIA roles when needed to support accessibility and are programmatically determinable.
502.3.10 List of Actions	Supports	The pages in the platform use standard HTML markup with ARIA roles when needed to support accessibility and are programmatically determinable.
502.3.11 Actions on Objects	Supports	The pages in the platform use standard HTML markup with ARIA roles when needed to support accessibility and are programmatically determinable.
502.3.12 Focus Cursor	Supports	The pages in the platform use standard HTML markup with ARIA roles when needed to support accessibility and are programmatically determinable.
502.3.13 Modification of Focus Cursor	Supports	The pages in the platform use standard HTML markup with ARIA roles when needed to support accessibility and are programmatically determinable.
502.3.14 Event Notification	Supports	The pages in the platform use standard HTML markup with ARIA roles when needed to support accessibility and are programmatically determinable.
502.4 Platform Accessibility Features	Supports	The pages in the platform use standard HTML markup with ARIA roles when

		needed to support accessibility and are programmatically determinable.
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The platform does not hinder any browser or third party software modification of text, color, contrast, etc.
503.3 Alternative User Interfaces	Not Applicable	Credo does not offer an alternative user interface.
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	Credo displays an option to turn the captions on and off on any video.
503.4.2 Audio Description Controls	Supports with Exceptions	Credo has the capability to provide audio descriptions, but receives data from publisher partners who may not have created this data for the original video content. Therefore, there is some video content that does not include an audio description, and as a result would not have the applicable controls available.
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.1 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports with Exceptions	Credo Reference does not provide authoring tools. When saving to another format, best efforts are made to preserve as much of the accessibility information as possible in the new format. Some features like “Skip to main content” may not be present in all exported formats.
504.2.2 PDF Export	Supports with Exceptions	Credo Reference does not provide authoring tools. When saving to another format, best efforts are made to preserve as much of the accessibility information as possible in the new format. Some features like “Skip to main content” may not be present in all exported formats.



504.3 Prompts	Not Applicable	Credo Reference does not provide authoring tools.
504.4 Templates	Not Applicable	Credo Reference does not provide authoring tools.

## 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
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	This is a web based application in which product support documentation is readily available in HTML, which can be translated on demand into multiple formats on demand using freely available tools for end users.
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation		
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Accessibility features are fully integrated throughout the product (including user support features).
603.3 Accommodation of Communication Needs	Supports	User support is available via telephone, as well as through email and electronic form, which are designed to accommodate the communication needs of users with disabilities.