VPAT Accessibility Conformance Report

(Based on ITI VPAT©)

Name of Product	**Knovel**
Date Last Updated	May 12, 2026
Completed by	**Tyler Melone** (Elsevier Digital Accessibility Team)
Applicable Standards/Guidelines	This document rates Knovel according to the W3C WCAG 2.1 A and AA requirements.
Contact for More Information	Elsevier Digital Accessibility Team accessibility@elsevier.com
Testing Tools and Methods	• Hands-on keyboard operation • DevTools/Code inspection • Chrome 148.0.7 on Windows 11 • NVDA screen reader 2025.2 • TPGi Color Contrast Analyzer • W3C Web Accessibility Initiative (WAI) Pages • Elsevier Accessibility Checklist
Document Sections	This review document includes all WCAG 2.1 A and AA checkpoints, organized into 7 logical sections: • Visuals • Keyboard • Headings and Structure • Labeling • Multimedia • Usability • Mobile User Experience
Pages Covered	• Home • Search Results (Basic) • Search Results (AI) • Table of Contents • PDF Viewer
Terms	• **Supports**: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation. • **Partially supports**: Some functionality of the product does not meet the criteria. • **Does not support**: Majority of functionality of the product does not meet the criteria. • **Supports (N/A):** According to W3C on conformance, "If there is no content to which a success criterion applies, the success criterion is satisfied."
Notes/Terminology	• “AT” stands for Assistive Technology such as screen readers, voice input, etc.

Conformance Summary

WCAG 2.1 Success Criterion	Level	Evaluation
1.1.1: Non-text Content	A	Supports
1.2.1: Audio-only and Video-only (Prerecorded)	A	Supports (N/A)
1.2.2: Captions (Prerecorded)	A	Supports (N/A)
1.2.3: Audio Description or Full Text Alternative	A	Supports (N/A)
1.2.4: Captions (Live)	AA	Supports (N/A)
1.2.5: Audio Description	AA	Supports (N/A)
1.3.1: Info and Relationships	A	Partially supports
1.3.2: Meaningful Sequence	A	Partially supports
1.3.3: Sensory Characteristics	A	Supports
1.3.4: Orientation (2.1)	AA	Supports (N/A)
1.3.5: Identify Input Purpose (2.1)	AA	Supports
1.4.1: Use of Color	A	Supports
1.4.2: Audio Control	A	Supports (N/A)
1.4.3: Contrast (Minimum)	AA	Supports
1.4.4: Resize text	AA	Partially supports
1.4.5: Images of Text	AA	Supports
1.4.10: Reflow (2.1)	AA	Partially supports
1.4.11: Non-Text Contrast (2.1)	AA	Partially supports
1.4.12: Text Spacing (2.1)	AA	Supports
1.4.13: Content on Hover or Focus (2.1)	AA	Partially supports
2.1.1: Keyboard	A	Partially supports
2.1.2: No Keyboard Trap	A	Supports
2.1.4: Character Key Shortcuts (2.1)	A	Supports (N/A)
2.2.1: Timing Adjustable	A	Supports (N/A)
2.2.2: Pause, Stop, Hide	A	Supports (N/A)
2.3.1: Three Flashes or Below Threshold	A	Supports
2.4.1: Bypass Blocks	A	Partially supports
2.4.2: Page Titled	A	Supports
2.4.3: Focus Order	A	Partially supports
2.4.4: Link Purpose (In Context)	A	Supports
2.4.5: Multiple Ways	AA	Supports
2.4.6: Headings and Labels	AA	Supports
2.4.7: Focus Visible	AA	Supports
2.5.1: Pointer Gestures (2.1)	A	Supports
2.5.2: Pointer Cancellation (2.1)	A	Supports
2.5.3: Label in Name (2.1)	A	Supports
2.5.4: Motion Actuation (2.1)	A	Supports (N/A)
3.1.1: Language of Page	A	Supports
3.1.2: Language of Parts	AA	Supports (N/A)

WCAG 2.1 Success Criterion	Level	Evaluation
3.2.1: On Focus	A	Partially supports
3.2.2: On Input	A	Partially supports
3.2.3: Consistent Navigation	AA	Supports (N/A)
3.2.4: Consistent Identification	AA	Supports
3.3.1: Error Identification	A	Supports (N/A)
3.3.2: Labels or Instructions	A	Supports
3.3.3: Error Suggestion	AA	Supports (N/A)
3.3.4: Error Prevention (Legal, Financial, Data)	AA	Supports (N/A)
4.1.1: Parsing	A	Supports
4.1.2: Name, Role, Value	A	Partially supports
4.1.3: Status Messages (2.1)	AA	Partially supports

WCAG 2.1 A and AA Success Criteria

Visuals

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.1.1: Non-Text Content (A) Provide text alternatives for non-text content (e.g. images)	Supports	All non-text content presented to users has a text alternative that serves the equivalent purpose. Meaningful images, including informational graphics, icons, and photographs, carry descriptive text alternatives that convey the same information a sighted user would receive from viewing the image. Decorative images that add no informational value are implemented in a way that allows assistive technologies to ignore them, preventing unnecessary noise for screen reader users.
1.3.3: Sensory Characteristics (A) Do not rely on sensory characteristics of components such as shape, size, visual location, orientation, or sound	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics such as shape, color, size, visual location, orientation, or sound. Where the product directs users to interact with or locate content, those instructions include references that do not depend on a user's ability to see, hear, or perceive content in a specific sensory way.
1.4.1: Use of Color (A) Color is not used as the only visual means of conveying info	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element throughout the product. Where color is used to communicate meaning, such as in charts, alerts, form validation, or links within body text, a secondary visual indicator such as a label, pattern, icon, or text formatting is also present to convey the same information.
1.4.3: Color Contrast (Minimum) (AA) Text has enough contrast with the background (4.5:1 for small text and 3:1 for large text)	Supports	The visual presentation of text and images of text throughout the product maintains a contrast ratio of at least 4.5:1 against their background, with large-scale text meeting a minimum contrast ratio of 3:1. Color contrast has been verified across all states of interactive components, including default, hover, focus, and disabled states, to ensure that all users, including those with low vision, can read and understand content reliably.
1.4.4: Resize Text (AA) Text can be enlarged up to 200% without loss of functionality.	Partially supports	Text throughout the product can be resized up to 200 percent without the use of assistive technology and without loss of content or functionality, ensuring that users who need larger text can adjust their reading experience through standard browser controls. No technologies have been used that prevent text from scaling correctly when a user adjusts their browser or operating system text size settings. Exceptions: • Search Results (Basic) - All content: Content overlaps. The Filter By modal does not have a visible label and does not capture keyboard focus.
1.4.5: Images of Text (AA) Text is used rather	Supports	Where text is used to convey information, real text is used rather than images of text, ensuring that users can adjust text appearance such as font size, color, and spacing to meet their individual needs.

than images of text, except where the presentation of text is essential, such as logos		
1.4.10: Reflow (AA) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels..	Partially supports	Content throughout the product reflows to a single column when viewed at a width equivalent to 320 CSS pixels, allowing users who rely on zoom or larger display settings to read and interact with all content without scrolling in two dimensions. No loss of content or functionality occurs because of reflow, and content that requires two-dimensional layout to function correctly, such as data tables and certain map interfaces, is recognized as an accepted exception under this success criterion. Exceptions: • Search Results (Basic) - All content: Content is cut off or overlaps. • Table of Contents - Text labels of accordion buttons (such as for chapter 7): Content does not reflow to remain within the viewport when browser zoom is set to 400%.
1.4.11: Non-Text Contrast (AA) User interface components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s).	Partially supports	The visual presentation of user interface components and graphical objects throughout the product maintains a contrast ratio of at least 3:1 against adjacent colors, ensuring that controls, input fields, focus indicators, and meaningful graphics are visually distinguishable for users with low vision. Exceptions: • PDF Viewer - Background color for current page and accordion: The background color for currently selected pages and accordions has a color contrast ration below 3:1 against the background color of elements which are not selected. Colorblind users will not be able to distinguish which items are selected visually.
1.4.12: Text Spacing (AA) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size;	Supports	No loss of content or functionality occurs when users override text spacing properties, including line height, letter spacing, word spacing, and spacing following paragraphs, to the values specified in the success criterion. All text-based content and interactive components accommodate user-defined text spacing adjustments without content becoming clipped, truncated, or overlapping in a way that prevents access.

• Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size.		
1.4.13: Content on Hover or Focus (AA) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: • Dismissible • Hoverable • Persistent	Partially supports	Additional content that appears on hover or focus is dismissible, hoverable, and persistent in line with Content on Hover or Focus. Exceptions: • Search Results (Basic) - Include Concept Synonyms icon tooltip: The tooltip text does not remain visible when the pointer hovers off of the icon and onto the tooltip text.
2.3.1: Three Flashes or Below Threshold (A) No more than three flashes in a 1-second period, or the flashes are below the defined thresholds	Supports	Visual content does not include anything that flashes more than three times in any one second period, and any incidental flashing remains below the general flash and red flash thresholds.

Keyboard

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.3.2: Meaningful Sequence (A) The correct reading sequence can be programmatically determined	Partially supports	Content that relies on sequence is presented in a meaningful sequence that can be programmatically determined, so the correct reading sequence is preserved for user agents and assistive technologies. Exceptions: • Search Results (Basic) - Instructions for the Advanced Search (located to the right of input fields): The instructions are encountered by screen reader users after all other content in the Advanced Search content area. Nonvisual screen reader users will not know the instructions exist until after they interact with the Advanced Search inputs and controls.
2.1.1: Keyboard (A) All functionality is available from a keyboard, except for tasks such as drawing	Partially supports	All functionality is operable through a keyboard interface without requiring specific timings for individual keystrokes. Users can reach and operate controls using Tab, Shift plus Tab, Enter, Space, and Arrow keys, including navigation menus, form fields, buttons, dialogs, and carousels, with a predictable tab order that matches the visual sequence.

		Exceptions: • "Home - AI Enhanced Search tooltip: 1. The tooltip/dialog is only reachable via pointer hover. It is not reachable using only keyboard navigation. 2. Visible focus indicators are not provided for keyboard focus within the tooltip/dialog. 3. The accessible name of the Learn More link does not match the visible text label or includes the visible text label of the link. 4. The tooltip/dialog disappears when the pointer hovers around the inner edges of the tooltip/dialog's visible content area." • Table of Contents - To Access This Feature modal (when triggered by the Save button next to the Cite button): No method is available to move keyboard focus into the modal. Keyboard focus is not moved into the modal when it appears.
2.1.2: No Keyboard Trap (A) The user can use the keyboard to move through page elements and is not trapped on a particular element	Supports	Interactive components do not create a keyboard trap, and focus can be moved away using only a keyboard with standard keys such as Tab and Shift plus Tab in accordance with No Keyboard Trap. When modals, menus, side panels, and carousels open, focus moves to a logical starting point, users can close or exit with Escape or by tabbing to the next or previous focusable element, and focus returns to the triggering control when the component closes.
2.1.4: Character Key Shortcuts (A) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: • Turn off • Remap • Active only on focus	Supports (N/A)	Character key shortcuts are not implemented in this product.

2.4.3: Focus Order (A) Users can tab through the elements of a page in a logical order	Partially supports	When pages can be navigated sequentially, focusable components receive focus in an order that preserves meaning and operability in alignment with Focus Order. The tab sequence follows the visual and reading order, focus moves to a logical starting point when modals, menus, and side panels open and returns to the triggering control on close, and off screen or disabled items are removed from the tab sequence, so users do not encounter dead ends. Exceptions: • Home - Search input: After typing characters into the search input and causing a list of results to populate, then arrowing into the list, pressing tab to navigate via keyboard causes focus to wrap to the top of the document. • Home - AI Enhanced Search tooltip: When the tooltip/dialog is closed, focus does not return to the triggering element. It instead returns to the top of the page. • Search Results (Basic) - Initial keyboard focus: When the page loads, keyboard focus moves to the search input instead of starting at the top of the page. • Search Results (Basic) - Search box: The search box container is focusable and in focus order despite not being an interactive element. • Search Results (Basic) - To Access This Feature dialog: When the modal appears, keyboard focus is not moved into the modal. Nonvisual screen reader users will not know it has appeared and keyboard navigation users will not be able to interact with the modal. • Search Results (Basic) - View All modal > Sort By and related buttons: When the modal is closed, keyboard focus does not return to the triggering element which opens the modal. • Search Results (AI) - Feedback popup (after submitting): When either the thumbs up or thumbs down button is triggered within the AI summary disclosure, keyboard focus is moved to a feedback popup. When the popup is closed, focus returns to the top of the page instead of the triggering element, which is now set to be unavailable. • Table of Contents - Request Accessible Format button (after being triggered): After the Request Accessible Format button is triggered, the button is removed and the text Requested appears in its place. Focus is not placed on the text or a nearby interactive element to preserve the current focus order.
2.4.7: Focus Visible (AA) The page element with the current keyboard focus has a visible focus indicator	Supports	Any keyboard operable user interface presents a keyboard focus indicator that is visible so users can see which component has focus as they navigate in alignment with Focus Visible. We show a clear focus indicator on links, buttons, form fields, menus, and dialog controls, and while we sometimes customize the default focus ring for consistency with our design system, we ensure it remains highly visible, clearly positioned on the focused element, and does not rely on color alone.
3.2.1: On Focus (A) When a UI component receives focus, this	Partially supports	Interactive components do not cause a change of context on focus in alignment with On Focus. When a field, link, or control receives focus, it does not submit a form, navigate to a different page, open a

does not trigger unexpected actions.		new window, start media, or move focus to another component, those actions occur only after an explicit user action such as Enter, Space, or click. Exceptions: • Search Results (Basic) - View All modal and See Other Editions modal: When keyboard focus leaves the View All modal, the modal disappears and keyboard focus moves to the top of the underlying page. Note that this can be triggered either by tabbing out of the modal past the Apply button, by moving to a different window and back to the browser, or by triggering the Close or Apply buttons. Note: this also occurs in the See Other Editions modal.

Headings and Structure

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.3.1: Information and Relationships (A) Info, structure, and relationships can be programmatically determined	Partially supports	Information and relationships are conveyed through semantic structure, so they are programmatically determinable for user agents and assistive technologies. Exceptions: • Search Results (Basic) - Advanced Search text above fields: The text Advanced Search acts as a heading for the Advanced Search content area but is not marked up as a heading. • Search Results (Basic) - Advanced Search dialog: The Advanced Search dialog does not have a region. Because there is no focus loop for the content area, this can cause confusion for nonvisual screen readers as they navigate in and out of the Advanced Search content area. • "Search Results (Basic) - Filter By semantics: 1. The Filter By text which acts as a heading for this area is not marked up as a semantic heading. 2. Checkbox groups are not configured to announce the presence of a checkbox group." • Search Results (Basic) - Search strings highlighted in search results: Where the search string used in the search is highlighted in search results, the fact that it is highlighted is not conveyed non-visually. The tag is used, which does not reliably announce through assistive technology. PDF Viewer - PDF content semantics: The text within the PDF viewer is detected and read out by assistive technology such as screen readers. Semantics such as headings, lists, and tables, are not marked up and are not conveyed to AT.
2.4.1: Bypass Blocks (A) Users can bypass repeated blocks of content.	Partially supports	A mechanism is available to bypass blocks of content that are repeated on multiple pages. Keyboard users can use a visible Skip to main content link that appears on focus at the top of each page, and pages include landmarks for navigation, search, main, and footer so assistive technologies can jump directly to the main content and other regions. Exceptions:

		• Home - "Skip to" link: No "Skip to" link is provided to move keyboard focus past the global navigation menu to the main content area. • Search Results (Basic) - Skip to main content link: The Skip to main content link visually scrolls to the main content area but does not move keyboard focus. • Search Results (Basic) - Top of page button: The Top of page button scrolls the page up visually but does not move keyboard focus.
2.4.6: Headings and Labels (AA) Headings and labels are clear and consistent.	Supports	Headings and labels describe topic or purpose so users can understand content and controls.
3.1.1: Language of Page (A) The language of the page is specified	Supports	Each page sets the default human language so it can be programmatically determined. The primary language is declared on the HTML element using the lang attribute based on the selected locale.
3.1.2: Language of Parts (AA) Specify the language of text passages that are in a different language than the default language of the page.	Supports (N/A)	Passages or phrases that differ from the page language are identified so the human language of each part is programmatically determined.
4.1.1: Parsing (A) Use valid, error-free HTML	Supports	Markup conforms to HTML and ARIA specifications so content can be parsed reliably by user agents and assistive technologies.

Labeling

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.3.5: Identify Input Purpose (AA) The purpose of each input field collecting information about the user can be programmatically determined when: • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the	Supports	Input fields that collect information about the user are marked so their purpose can be programmatically determined in alignment with Identify Input Purpose. We use semantic input types, and the HTML autocomplete attribute to identify common fields.

expected meaning for form input data.		
2.4.2: Page Titled (A) The page has a title describing its topic or purpose	Supports	Each page provides a page title that describes the topic or purpose.
2.4.4: Link Purpose (In Context) (A) The purpose of each link can be determined from the link text or surrounding context.	Supports	The purpose of each link can be determined from the link text alone or from its programmatically determinable context.
2.5.3: Label in Name (A) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Supports	Accessible names contain the text that is presented visually in corresponding labels so speech input users can activate controls using the same words they see. Buttons, links, and form fields use accessible names that match their visible labels, any added context such as type or scope is placed after the visible text.
3.2.4: Consistent Identification (AA) UI components used across the web site are identified consistently on every page.	Supports	Components that have the same functionality are identified consistently so users see the same names, labels, and icons for the same actions across pages and views.
3.3.1: Error Identification (A) Input errors are clearly marked and described to the user.	Supports (N/A)	When an input error is automatically detected, the item in error is identified and the error is described in text. Forms show clear inline messages next to the field and associate the text with the control through labels and programmatic descriptions.
3.3.2: Labels or Instructions (A) Items requiring user input are clearly labeled or have clear instructions.	Supports	When content requires user input, labels or instructions are provided so users understand what information is needed and how to provide it.
3.3.3: Error Suggestion (AA) When the user makes an input error, give suggestions for valid input.	Supports (N/A)	When an input error is automatically detected and a suggestion for correction is known, we provide a text suggestion that helps the user fix the error.
4.1.2: Name, Role, Value (A) For all UI components, the name, value, and role can be programmatically determined.	Partially supports	User interface components have an accessible name and role that can be programmatically determined, and their states, properties, and values are available to user agents including assistive technologies, with changes announced when they occur. Exceptions:

		• Global - More Tools button: The More Tools button element has the type attribute set to type="button" instead of using the role attribute set to role="button". This causes screen readers to not announce a button role or the presence of a dialog. • "Home - Search input: The search input announces as expanded when no characters have been entered and the listbox is not visible. • Aria-expanded appears to be set to false in dev tools, but the combo box still announces as expanded on initial keyboard focus with a screen reader running." • Home - Buttons: Technical References, Unit Converter, Material Property Search, Create Account, Sign In, Interactive Graphs, Data Tables, Engineering News Feed: Incorrect role: button instead of link • Search Results (Basic) - Include Concept Synonyms icon: The tooltip appears when the icon receives keyboard focus, but the tooltip text is not announced. • Search Results (Basic) - Advanced Search button: The Advanced Search button does not indicate that it reveals hidden content. • Search Results (Basic) - Edit Boolean query Refresh and Cancel buttons: The Refresh and Cancel button labels (visually displayed as tooltips) are not included in the accessible name of the elements. Screen readers do not announce the labels, only "button". • Search Results (Basic) - Filter By accordion buttons: Accordion buttons to reveal and hide checkbox groups have two focus points each. Containers for each button are given the role region and tabindex values of 0. Buttons are nested within these containers. • "Search Results (Basic) - View All modal > Sort By and related buttons: 1. Sort and related buttons are wrapped in the H3 heading for the modal's heading, along with the search input. 2. The Sort text is a button and is focusable via keyboard despite not triggering an action. 3. The Alpha and Occurance buttons do not announce if they are pressed or unpressed, so nonvisual screen reader users cannot distinguish which, if any, of the options is selected." • Search Results (Basic) - View All modal > Pagination elements and Pagination elements under Search Results outside the modal: Pagination component elements do not convey role, state, or related information necessary for nonvisual screen reader users to perceive, understand, or operate the controls. • Search Results (Basic) - N of N results text: The N of N results text above search results is an <h1> element with a role attribute of role="status". This results in the heading role of the <h1> being overwritten. Screen readers will not parse this as a heading and may ignore the text. • "Search Results (Basic) - More buttons and See Other Editions buttons within search results: Buttons do not convey the result of triggering them. More buttons do not convey that they expand and collapse disclosure areas.

		See Other Editions buttons do not convey that they open modals." • Search Results (Basic) - Journals, Conferences, Standards, tablist: All tabs announce as selected even when they are not. Tab panels are not announced by screen readers. • Search Results (Basic) - Results per page dropdown: The Results per page dropdown does not announce the focused result when navigating via arrow keys and does not make a selection when operated via tab key when a screen reader is running. • Search Results (AI) - Summary accordion button: Multiple elements and pieces of text are wrapped in the button element, causing them to all announce as the accessible name of the Summary accordion button. The accessible name is overly verbose as a result and the Learn More link canot be focused or triggered. • Table of Contents - Share button: The Share button does not have an aria-expanded attribute to convey that it expands a hidden content area. • Table of Contents - Journals, Conferences, Standards, tablist: The tablist does not accurately indicate which item is selected. All three items announce as selected for screen reader users. • "Table of Contents - See other editions, additional information, View more, and Share elements: 1. See other editions opens a dialog but does not have an aria-haspopup attribute. 2. Additional information is not focusable via keyboard and does not have a role attribute. 3. View more does not have an aria-expanded attribute to indicate that triggering it will display a hidden disclosure. When it is triggered, the focus point moves below the revealed content. 4. Share does not have an aria-expanded attribute to convey that it reveals a hidden menu." • Table of Contents - Click to view available tables button: The button does not have a role and does not describe the result of triggering its action. • Table of Contents - Accessible view trees: The accessible view tree pattern has multiple issues impacting keyboard navigation and screen reader interaction. 1. The tree view does not convey hierarchy level; screen readers do not announce the level of tree view items. 2. When a given item with child items is collapsed, the link to its section (such as chapter 1 when its view is collapsed) cannot be triggered. 3. When a user attempts to trigger the chapter link of a collapsed parent level item, keyboard focus is moved to the Front Matter item. 4. All links within the view tree are prefixed with ""View Section"", resulting in overly verbose accessible names."
4.1.3: Status Messages (AA) In content implemented using markup languages, status messages can be	Partially supports	Status messages are programmatically determined through roles and properties so they can be presented by assistive technologies without receiving focus. Exceptions:

programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.		• Home - Search input: When three or more characters are entered into the search input, the listbox expands and suggestion results populate. No announcement conveys the presence of an expanded listbox to assistive technology.

Multimedia

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.2.1: Audio-only or Video-only (Prerecorded) (A) Provide alternatives for pre-recorded audio-only or video-only content.	Supports (N/A)	Prerecorded audio only and video only content is provided with an alternative for time-based media, so the same information is available without relying on the original format.
1.2.2: Captions (Prerecorded) (A) Provide captions for pre-recorded audio	Supports (N/A)	Captions are provided for prerecorded audio content in synchronized media in alignment with Captions Prerecorded so users can read spoken dialogue and important nonspeech audio information.
1.2.3: Audio Description or Media Alternative (Prerecorded) (A) Provide alternatives for pre-recorded synchronized audio/video	Supports (N/A)	For prerecorded synchronized media we provide audio description or an alternative for time-based media so that information conveyed visually in prerecorded video content is available to users who cannot see it.
1.2.4: Captions (Live) (AA) Provide captions for live audio in synchronized audio/video.	Supports (N/A)	This product does not serve any live audio or video content.
1.2.5: Audio Description (Prerecorded) (AA) Provide an audio description of pre-recorded video.	Supports (N/A)	Audio description is provided for prerecorded video content in synchronized media so that visual information is available to users who cannot see it.
1.4.2: Audio Control (A) Audio can be paused and stopped, or the audio volume can be changed.	Supports (N/A)	When audio plays automatically for more than three seconds, a mechanism is available to pause or stop the audio or to control the audio volume independently of the overall system volume in alignment with Audio Control.
2.2.2: Pause, Stop, Hide (A)	Supports (N/A)	Moving, blinking, or scrolling content that starts automatically and lasts more than five seconds is provided with a control to pause, stop, or hide it so users can focus on other content.

Users can stop, pause, or hide moving, blinking, scrolling, or auto-updating information.		

Usability

WCAG 2.1 Checkpoint	Conformance Level	Remarks
2.2.1: Timing Adjustable (A) Users are warned of time limits shorter than 20 hours and time limits can be turned off or extended	Supports (N/A)	Throughout this product, time limits are adjustable. Users can turn off a time limit, adjust its length, or extend the time before it expires after a warning of at least twenty seconds.
2.4.5: Multiple Ways (AA) More than one way is available to navigate to other web pages.	Supports	Users can locate a web page in more than one way within a set of web pages in alignment with Multiple Ways. We provide global navigation and local menus, site search, breadcrumbs, sitemaps, and contextual links such as related items or a table of contents.
3.2.2: On Input (A) Changing the setting of a checkbox, radio button, or other UI component does not trigger unexpected changes in context.	Partially supports	Changing the setting of a user interface component does not automatically cause a change of context. Major changes such as navigation or form submission require explicit action like Submit or Apply. Exceptions: • Search Results (Basic) - Advanced Search dialog: When the Advanced Search button is triggered, focus is not moved to a logical point within the revealed content area.
3.2.3: Consistent Navigation (AA) Navigation menus are in the same location and order on every web page.	Supports (N/A)	Navigational mechanisms that are repeated on multiple pages occur in the same relative order within a set of web pages, unless a change is initiated by the user.
3.3.4: Error Prevention (Legal, Financial, Data) (AA) For web pages with legal or financial commitments, input can be reviewed and corrected before final submission, and submissions can be reverted.	Supports (N/A)	For pages that create legal commitments or financial transactions, or that allow users to change or delete data or submit test responses, we implement error prevention by providing reversible actions, checked entries, or confirmed submissions.

Mobile User Experience

WCAG 2.1 Checkpoint	Conformance Level	Remarks

1.3.4: Orientation (AA) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.	Supports (N/A)	Content does not restrict its view and operation to a single device orientation such as portrait or landscape.
2.5.1: Pointer Gestures (A) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.	Supports	Any feature that might rely on multipoint or path-based gestures can be operated with a single pointer without a path-based gesture unless the complex gesture is essential.
2.5.2: Pointer Cancellation (A) For functionality that can be operated using a single pointer, at least one of the following is true: • No Down-Event • Abort or Undo • Up Reversal • Essential	Supports	Functionality that can be operated with a single pointer follows Pointer Cancellation by avoiding activation on the down event, completing actions on the up event, and allowing users to abort or undo before completion unless the down event is essential.
2.5.4: Motion Actuation (A) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: • Supported Interface • Essential	Supports (N/A)	This product does not use motion actuation, and all functionality is available through user interface controls.