

# Credo Accessibility Conformance Report

## International Edition

(Based on VPAT® Version 2.4Rev)

**Name of Product/Version:** *Credo*

**Report Date:** December 2023

**Product Description:** *Credo* is an electronic database and eBook reference platform covering titles from over 100 publishers.

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

**Evaluation Methods Used:** The main testing tools and methods used were WAVE (Web Accessibility Evaluation Tool) from WebAIM, ARC Toolkit, the JAWS (Job Access With Speech) screen reader from Freedom Scientific, and manual keyboard testing.

### Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> AND <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	(Yes)

## Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can 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 [WCAG 2.1 Conformance Requirements](#).

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

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.1.1 (Web)</li> <li>● 10.1.1.1 (Non-web document)</li> <li>● 11.1.1.1.1 (Open Functionality Software)</li> <li>● 11.1.1.1.2 (Closed Functionality Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>Most images and non-text content have some form of text alternative. However, images or non-text content text may have partial (or complete) text descriptions derived from adjacent captions, links, or figure text. <i>Credo</i> licenses much of its content from third-party publishers. Therefore, images or non-text content may need better <a href="#">text alternatives</a>, as defined by WCAG 2.1, than what is currently available.</p> <p>Additional exceptions:</p> <ul style="list-style-type: none"> <li>● Publisher logos and book cover images are missing alt text.</li> <li>● Alternative text for an image is the same as nearby or adjacent text allowing screen readers to repeat the text multiple times.</li> </ul> <p>Test method: WAVE, JAWS, manual visual checks</p>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.1 (Web)</li> <li>● 10.1.2.1 (Non-web document)</li> <li>● 11.1.2.1.1 (Open Functionality Software)</li> <li>● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	<p>Partially Supports</p>	<p><i>Credo</i> offers audio and video content through third-party content providers (i.e., publishers). Video-only (if any) and audio-only content usually supports existing text-based content but are not always on the same page, but are organized within the book title. Additionally, often related links to the audio or video are displayed for further topic or subject refinement.</p> <p>For audio-only content, text transcripts of third-party content are unlikely in most cases. Additionally, because of the large amount of third-party content available on <i>Credo</i>, there is no method to confirm the inclusion of media alternatives or transcripts.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		Test method: Manual visual checks
<p><b>1.2.2 Captions (Prerecorded)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.2 (Web)</li> <li>10.1.2.2 (Non-web document)</li> <li>11.1.2.2 (Open Functionality Software)</li> <li>11.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	<p><i>Credo's Research Quick Tip Videos</i> have text-based synchronized captions and transcripts. Third-party video publisher content does not have captions, and most do not have transcripts.</p> <p>Test method: Manual visual checks</p>
<p><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.3 (Web)</li> <li>10.1.2.3 (Non-web document)</li> <li>11.1.2.3.1 (Open Functionality Software)</li> <li>11.1.2.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Does not support	<p>Audio descriptions are not currently included in Credo video content. Future updates of the Credo platform may include the addition of video content that supports separate synchronized audio description tracks.</p> <p>Test method: Manual visual checks</p>
<p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.1 (Web)</li> </ul>	Partially Supports	<p><i>Credo</i> uses semantically correct HTML. ARIA is used when standard HTML does not provide enough programmatic information on page elements.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 10.1.3.1 (Non-web document)</li> <li>● 11.1.3.1.1 (Open Functionality Software)</li> <li>● 11.1.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		Current Exceptions: <ul style="list-style-type: none"> <li>● The hierarchical heading organization is inconsistent. There is not always an h1 heading on a page, and heading levels get skipped throughout the site.</li> <li>● Some ARIA labels may be considered broken or empty in some automated tests.</li> <li>● Old layout table code may accompany some third-party publisher content.</li> </ul> Test method: WAVE, ARC Toolkit, JAWS, manual visual checks
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.3.2 (Web)</li> <li>● 10.1.3.2 (Non-web document)</li> <li>● 11.1.3.2.1 (Open Functionality Software)</li> <li>● 11.1.3.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Content is ordered based on structural markup. All content is displayed to be read from left to right, top to bottom. If the content is nested, breadcrumbs with links that describe this relationship are displayed on the page.  Test method: WAVE, JAWS, manual visual checks
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.3.3 (Web)</li> <li>● 10.1.3.3 (Non-web document)</li> <li>● 11.1.3.3 (Open Functionality Software)</li> <li>● 11.1.3.3 (Closed Software)</li> </ul>	Supports	No content or operation instructions rely on location, shape, or size to convey that information.  Test method: WAVE, manual visual checks

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.1 (Web)</li> <li>● 10.1.4.1 (Non-web document)</li> <li>● 11.1.4.1 (Open Functionality Software)</li> <li>● 11.1.4.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>No content or operation instructions rely on color alone to convey information.</p> <p>Testing method: Manual visual checks</p>
<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>● 9.1.4.2 (Web)</li> <li>● 10.1.4.2 (Non-web document)</li> <li>● 11.1.4.2 (Open Functionality Software)</li> <li>● 11.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	Supports	<p>There are no audio-only media on the <i>Credo</i> platform that plays automatically. This criterion is satisfied since there is no content to which this criterion applies.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<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>9.2.1.1 (Web)</li> <li>10.2.1.1 (Non-web document)</li> <li>11.2.1.1.1 (Open Functionality Software)</li> <li>11.2.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	<p><i>Credo</i> is designed for keyboard access. Most page functionality is available using the keyboard.</p> <p>Testing method: Manual visual checks</p>
<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>9.2.1.2 (Web)</li> <li>10.2.1.2 (Non-web document)</li> <li>11.2.1.2 (Open Functionality Software)</li> <li>11.2.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>Keyboard controls can move the keyboard focus throughout the platform without being trapped on a component.</p> <p>Testing method: Manual visual checks</p>
<p><b>2.1.4 Character Key Shortcuts</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.4 (Web)</li> <li>10.2.1.4 (Non-web document)</li> </ul>	Not Applicable	<p><i>Credo</i> does not use or have character key shortcuts</p>



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.2.1.4.1 (Open Functionality Software)</li> <li>● 11.2.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		
<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>● 9.2.2.1 (Web)</li> <li>● 10.2.2.1 (Non-web document)</li> <li>● 11.2.2.1 (Open Functionality Software)</li> <li>● 11.2.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>The <i>Credo</i> website does not have any perceptible timed response requirements.</p> <p>Testing method: Manual visual checks</p>
<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>● 9.2.2.2 (Web)</li> <li>● 10.2.2.2 (Non-web document)</li> <li>● 11.2.2.2 (Open Functionality Software)</li> <li>● 11.2.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>The <i>Credo</i> website has no moving, blinking, scrolling, or auto-updating content.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.3.1 (Web)</li> <li>● 10.2.3.1 (Non-web document)</li> <li>● 11.2.3.1 (Open Functionality Software)</li> <li>● 11.2.3.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>Content contains nothing that flashes more than three times in any one second.</p> <p>Testing method: Manual visual checks</p>
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.1 (Web)</li> <li>● 10.2.4.1 (Non-web document) – Does not apply</li> <li>● 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.1 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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	<p>Skip to Main Content and Skip to Search Box bypass links are available on all pages. On search results pages, a Skip to Filter options bypass link has also been added.</p> <p>Testing method: Manual visual checks</p>
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.2 (Web)</li> <li>● 10.2.4.2 (Non-web document)</li> <li>● 11.2.4.2 (Open Functionality Software) - Does not apply</li> </ul>	Supports	<p>Page titles are descriptive to the purpose of the page.</p> <p>Testing method: JAWS, Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.2.4.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.3 (Web)</li> <li>● 10.2.4.3 (Non-web document)</li> <li>● 11.2.4.3 (Open Functionality Software)</li> <li>● 11.2.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Tabbing follows a left-to-right, top to bottom order on the page. The navigation order of links, form elements, and object elements are all in logical and intuitive keyboard focus order.  Testing method: Manual visual checks
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.4 (Web)</li> <li>● 10.2.4.4 (Non-web document)</li> <li>● 11.2.4.4 (Open Functionality Software)</li> <li>● 11.2.4.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> </ul>	Partially Supports	The purpose of links can usually be determined by text alone or by its context to a surrounding paragraph or list.  Current Exceptions: <ul style="list-style-type: none"> <li>● Use of the following text as link text: <i>previous articles</i>, <i>next articles</i>, and <i>read more</i>, without any programmatically determined link context, is not sufficient in providing a clear link purpose.</li> <li>● The down arrow buttons on the FILTER BY SUBJECT area on the right-hand side of the</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<p>Topics pages are empty and lack descriptive text in some automated tests.</p> <ul style="list-style-type: none"> <li>● Links to audio file lacks discernable text.</li> </ul> <p>Testing method: WAVE, JAWS, manual visual checks</p>
<p><b>2.5.1 Pointer Gestures</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.1 (Web)</li> <li>● 10.2.5.1 (Non-web document)</li> <li>● 11.2.5.1 (Open Functionality Software)</li> <li>● 11.2.5.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not Applicable	<p><i>Credo</i> does not have any multipoint or path-based gesture interaction elements.</p>
<p><b>2.5.2 Pointer Cancellation</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.2 (Web)</li> <li>● 10.2.5.2 (Non-web document)</li> <li>● 11.2.5.2 (Open Functionality Software)</li> <li>● 11.2.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p><i>Credo</i> does not override the default behavior of controls. Therefore, all functionality used by a mouse, for instance, can be canceled using the browser or operating system.</p> <p>Testing method: Manual visual checks</p>
<p><b>2.5.3 Label in Name</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.3 (Web)</li> <li>● 10.2.5.3 (Non-web document)</li> <li>● 11.2.5.3.1 (Open Functionality Software)</li> <li>● 11.2.5.3.2 (Closed Software)</li> </ul>	Partially Supports	<p>Interface components such as links or buttons have the same accessible name as the visible text. Current exceptions may include empty and missing labels in form controls.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b>2.5.4 Motion Actuation</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.4 (Web)</li> <li>● 10.2.5.4 (Non-web document)</li> <li>● 11.2.5.4 (Open Functionality Software)</li> <li>● 11.2.5.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not Applicable	Credo has no functionality that can be operated by device or user motion.
<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>● 9.3.1.1 (Web)</li> <li>● 10.3.1.1 (Non-web document)</li> <li>● 11.3.1.1.1 (Open Functionality Software)</li> <li>● 11.3.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>The default language of the page is English. The language is also expressed using the HTML language attribute, the page markup.</p> <p>Supports with the current possible exception:</p> <ul style="list-style-type: none"> <li>● A third-party plugin tool to translate article pages to a different language is available. Unfortunately, at this time, the lang attribute does not switch to the new translated language, as it remains lang=" en."</li> </ul> <p>Testing method: WAVE, manual visual and code checks</p>
<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>● 9.3.2.1 (Web)</li> <li>● 10.3.2.1 (Non-web document)</li> </ul>	Supports	<p>When a component receives focus, it does not initiate a change of context.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.3.2.1 (Open Functionality Software)</li> <li>● 11.3.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<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>● 9.3.2.2 (Web)</li> <li>● 10.3.2.2 (Non-web document)</li> <li>● 11.3.2.2 (Open Functionality Software)</li> <li>● 11.3.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>When a user interacts with an input control, there is generally no change to the page or keyboard focus that could disorient a user. Submit buttons and search button icons are provided for forms and input boxes, even if the input control values can be implicitly submitted.</p> <p>Testing method: WAVE, Manual visual checks</p>
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.1 (Web)</li> <li>● 10.3.3.1 (Non-web document)</li> <li>● 11.3.3.1.1 (Open Functionality Software)</li> <li>● 11.3.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Supports	<p>All pages provide an error message when input fields are required.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><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>● 9.3.3.2 (Web)</li> <li>● 10.3.3.2 (Non-web document)</li> <li>● 11.3.3.2 (Open Functionality Software)</li> <li>● 11.3.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>Sufficient labels for form field elements are generally provided for sighted users and programmatically available for users of assistive technology.</p> <p>Testing method: WAVE, JAWS, manual visual checks</p>
<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>● 9.4.1.1 (Web)</li> <li>● 10.4.1.1 (Non-web document)</li> <li>● 11.4.1.1.1 (Open Functionality Software)</li> <li>● 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p><i>Credo</i> web pages conform to modern HTML/XHTML web standards. Some HTML/XHTML validation/parsing errors exist when code is checked through an HTML/XHTML validator. However, they do not prevent access to the content and may not be noticeable to a user.</p> <p>Testing method: ARC Toolkit, validator.w3.org/nu/, HTML_CodeSniffer, manual visual checks</p>
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Partially Supports	Webpages and user interfaces within <i>Credo</i> have been developed with current HTML/XHTML specifications,

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 9.4.1.2 (Web)</li> <li>● 10.4.1.2 (Non-web document)</li> <li>● 11.4.1.2.1 (Open Functionality Software)</li> <li>● 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<p>but not all elements and components can be guaranteed programmatically determined or set.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> <li>● The Scroll to the Top Button lacks a label and a programmatic name.</li> <li>● Article page tools: Save, Share, Cite, and Read Aloud don't have a name and role programmatically determined.</li> <li>● Broken ARIA references can be found on the advanced search page.</li> </ul> <p>Testing method: WAVE, validator.w3.org, HTML_CodeSniffer, manual visual checks</p>

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

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.4 (Web)</li> <li>● 10.1.2.4 (Non-web document)</li> <li>● 11.1.2.4 (Open Functionality Software)</li> <li>● 11.1.2.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>Live content is not offered on the <i>Credo</i> website. This criterion is satisfied since there is no content to which this criterion applies.</p> <p>Testing method: Manual visual checks</p>



Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.5 (Web)</li> <li>● 10.1.2.5 (Non-web document)</li> <li>● 11.1.2.5 (Open Functionality Software)</li> <li>● 11.1.2.5 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Does Not Support	<p>Audio descriptions are not currently included in Credo video content. Future updates of the Credo platform may include the addition of video content that supports separate synchronized audio description tracks.</p> <p>Test method: Manual visual checks</p>
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.4 (Web)</li> <li>● 10.1.3.4 (Non-web document)</li> <li>● 11.1.3.4 (Open Functionality Software)</li> <li>● 11.1.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p><i>Credo</i> orientation on mobile devices is not restricted to only portrait or landscape.</p> <p>Testing method: Apple iPad, Manual visual checks</p>
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.5 (Web)</li> <li>● 10.1.3.5 (Non-web document)</li> <li>● 11.1.3.5.1 (Open Functionality Software)</li> <li>● 11.1.3.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> </ul>	Supports	<p><i>Credo</i> allows standard user interface components such as contact forms to auto-fill in usernames, passwords, and e-mail address fields.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<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>9.1.4.3 (Web)</li> <li>10.1.4.3 (Non-web document)</li> <li>11.1.4.3 (Open Functionality Software)</li> <li>11.1.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The text has been checked via WAVE/WebAIM and HTML_CodeSniffer tools, and most text content has a contrast ratio of at least 4.5:1.</p> <p>There are areas where text was found with low contrast but are not considered significant barriers to accessibility as these contrast errors are considered incidental or decoration text:</p> <ul style="list-style-type: none"> <li>The "no letter content" class of lettering is in the A to Z navigation.</li> </ul> <p>Testing method: HTML_CodeSniffer, WAVE, manual visual checks</p>
<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>9.1.4.4 (Web)</li> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>Text can be resized via a browser without loss of content or functionality.</p> <p>Testing method: Manual visual checks</p>
<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>9.1.4.5 (Web)</li> </ul>	Supports	<p>Images of text are only used when the format of the text is essential to the information being conveyed, such as an equation. Usually, captions or related adjacent text provide context for these images.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 10.1.4.5 (Non-web document)</li> <li>● 11.1.4.5.1 (Open Functionality Software)</li> <li>● 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		Testing method: Manual visual checks
<p><b>1.4.10 Reflow</b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.10 (Web)</li> <li>● 10.1.4.10 (Non-web document)</li> <li>● 11.1.4.10 (Open Functionality Software)</li> <li>● 11.1.4.10 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Partially Supports	<p>There is no loss of content, functionality, or horizontal scrolling when content is zoomed in at 400 percent.</p> <p>Some current exceptions are:</p> <ul style="list-style-type: none"> <li>● The hamburger menu is hard to navigate with the keyboard when the screen is zoomed in at 400 percent.</li> </ul> <p>Test method: Manual visual evaluation and testing tools.</p>
<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.11 (Web)</li> <li>● 10.1.4.11 (Non-web document)</li> <li>● 11.1.4.11 (Open Functionality Software)</li> <li>● 11.1.4.11 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Partially Supports	<p><i>Credo</i> uses thousands of images in many articles as supplemental content. These images help illustrate the themes and main points of the articles. It is, therefore, possible many of these images have insufficient contrast. However, all these images will accompany adjacent text descriptions to provide context to screen readers and assistive technology. Examples of these images may include charts, graphs, diagrams, drawings, illustrations of scientific processes, and maps.</p> <p>Testing method: Colour Contrast Analyser and manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.12 (Web)</li> <li>● 10.1.4.12 (Non-web document)</li> <li>● 11.1.4.12 (Open Functionality Software)</li> <li>● 11.1.4.12 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p>No loss of content or functionality occurs when the user adapts text spacing within markup. There are no height or spacing restrictions within <i>Credo</i> text paragraphs. The platform, therefore, should support the use of space widgets, plugins, or third-party browser tools.</p> <p>Testing method: Manual visual checks</p>
<p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.13 (Web)</li> <li>● 10.1.4.13 (Non-web document)</li> <li>● 11.1.4.13 (Open Functionality Software)</li> <li>● 11.1.4.13 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p><i>Credo</i> has no additional content visible upon a mouse hover or keyboard focus, such as custom tooltips, sub-menus, and other nonmodal popups.</p> <p>Testing method: Manual visual checks</p>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.5 (Web)</li> <li>● 10.2.4.5 (Non-web document) – Does not apply</li> <li>● 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.5 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> </ul>	Supports	<p>There are multiple ways to navigate the <i>Credo</i> website to find content through browsing topics, searching terms, or direct links.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.6 (Web)</li> <li>10.2.4.6 (Non-web document)</li> <li>11.2.4.6 (Open Functionality Software)</li> <li>11.2.4.6 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>Heading and form labels are informative and compliant with accessibility standards.</p> <p>Current Exceptions:</p> <ul style="list-style-type: none"> <li>Some labels may be incorrectly applied or missing.</li> </ul> <p>Testing method: WAVE, JAWS, manual visual checks</p>
<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>9.2.4.7 (Web)</li> <li>10.2.4.7 (Non-web document)</li> <li>11.2.4.7 (Open Functionality Software)</li> <li>11.2.4.7 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>User interface components are highlighted by the user agent when they receive focus.</p> <p>Testing method: Manual visual checks</p>
<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>9.3.1.2 (Web)</li> </ul>	Partially Supports	<p><i>Credo</i> uses a language tag attribute in the HTML to indicate the web page's language. <i>Credo</i> content has been created in English as far as can be determined. Because third-party publishers provide content, text in</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 10.3.1.2 (Non-web document)</li> <li>● 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>● 11.3.1.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<p>languages other than English may not be programmatically determined in the code.</p> <p>Testing method: Manual visual checks</p>
<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>● 9.3.2.3 (Web)</li> <li>● 10.3.2.3 (Non-web document) – Does not apply</li> <li>● 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.3 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised 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	<p>The repeated navigational mechanisms, such as the header, dropdowns, links, and search options, are repeated similarly across the <i>Credo</i> website.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<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>● 9.3.2.4 (Web)</li> <li>● 10.3.2.4 (Non-web document) – Does not apply</li> <li>● 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.4 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Supports	<p>Components with the same functionality are always identified the same way within the platform.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<u><a href="#">3.3.3 Error Suggestion</a></u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.3.3 (Web)</li> <li>● 10.3.3.3 (Non-web document)</li> <li>● 11.3.3.3 (Open Functionality Software)</li> <li>● 11.3.3.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <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 input errors are detected, suggested corrections are provided.  Testing method: Manual visual checks
<u><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a></u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.3.4 (Web)</li> <li>● 10.3.3.4 (Non-web document)</li> <li>● 11.3.3.4 (Open Functionality Software)</li> <li>● 11.3.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The <i>Credo</i> website does not conduct legal commitments or financial transactions on its platform. This criterion is satisfied since there is no content to which this criterion applies.  Testing method: Manual visual checks
<u><a href="#">4.1.3 Status Messages</a></u> (Level AA 2.1 only) Also applies to:	Supports	Components with the same functionality are always identified the same way within the platform.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.4.1.3 (Web)</li> <li>● 10.4.1.3 (Non-web document)</li> <li>● 11.4.1.3 (Open Functionality Software)</li> <li>● 11.4.1.3 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		Testing method: Manual visual checks

### Table 3: Success Criteria, Level AAA

Notes: *Credo* is not being evaluated for Level AAA conformance

## Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p><i>Credo</i> conforms to HTML5 standards and uses ARIA labels for more descriptive information to aid screen readers.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> <li>● Many third-party video content does not have audio descriptions, captions, or transcripts.</li> <li>● The hierarchical heading organization is inconsistent. There is not always an h1 heading on a page, and heading levels get skipped.</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	<p><i>Credo</i> can be rendered in any modern browser and supports standard browser magnification and contrast adjustments.</p> <p>Current exception:</p> <ul style="list-style-type: none"> <li>Automated tests such as WAVE indicate there are some insufficient contrast errors.</li> </ul>
302.3 Without Perception of Color	Partially Supports	<p>Generally, color is not the sole means to convey information or content in <i>Credo</i>. The use of design patterns and link placement convey information, so color perception is not entirely needed to navigate <i>Credo</i>. There are areas where text was found with low contrast but are not considered significant barriers to accessibility as these contrast errors are considered incidental or decoration text, such as, in the A to Z navigation, where there is the "no letter content" class of lettering.</p>
302.4 Without Hearing	Partially Supports	<p><i>Credo</i> does not convey any specific operational information via audio. Additionally, <i>Credo</i> does support screen reading technologies such as JAWS. However, many third-party videos and audio recordings may lack captions or transcripts.</p>
302.5 With Limited Hearing	Partially Supports	<p><i>Credo</i> does not convey any specific operational information via audio. Additionally, <i>Credo</i> does support screen reading technologies such as JAWS. However, many third-party videos and audio recordings may lack captions or transcripts.</p>
302.6 Without Speech	Not Applicable	<p>The use of speech is not required to access <i>Credo</i> website content.</p>

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports	<i>Credo</i> supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls or simultaneous actions.
302.8 With Limited Reach and Strength	Supports	<i>Credo</i> supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls or simultaneous actions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p><i>Credo</i> has no timed response limits. In most cases, error indications and suggestions are also provided. Logical keyboard navigation and tab focus order functionality are also available across the platform.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> <li>Using the following text as links, previous articles, next articles, and read more, without any programmatically determined link context, is insufficient in providing a clear link purpose.</li> </ul>

## Chapter 4: [Hardware](#)

Notes: *Credo* is a web-only platform and is not subject to the requirements of this section.

## Chapter 5: [Software](#)

Notes: *Credo* is a web-only platform and is not subject to non-web software criteria.

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

Criteria	Conformance Level	Remarks and Explanations
<a href="#">601.1 Scope</a>	Heading cell – no response required	Heading cell – no response required
<a href="#">602 Support Documentation</a>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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 <a href="#">WCAG 2.x</a> 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.
<a href="#">603 Support Services</a>	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>Credo</i> support team can be contacted for assistance via e-mail, telephone, or live chat. Other methods can be made available upon request.

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

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	<p><i>Credo</i> conforms to HTML5 standards and uses ARIA labels for more descriptive information to aid screen readers.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> <li>• Third-party video content does not have audio descriptions or captions, and most do not have transcripts.</li> <li>• The hierarchical heading organization is inconsistent. There is not always an h1 heading on a page, and heading levels get skipped.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
4.2.2 Usage with limited vision	Partially Supports	<p><i>Credo</i> can be rendered in any modern browser and supports standard browser magnification and contrast adjustments.</p> <p>Current exception:</p> <ul style="list-style-type: none"> <li>Automated tests such as WAVE indicate there are some insufficient contrast errors.</li> </ul>
4.2.3 Usage without perception of colour	Partially Supports	<p>Generally, color is not the sole means to convey information or content in <i>Credo</i>. The use of design patterns and link placement convey information, so color perception is not entirely needed to navigate <i>Credo</i>. There are areas where text was found with low contrast but are not considered significant barriers to accessibility as these contrast errors are considered incidental or decoration text, such as, in the A to Z navigation, where there is the "no letter content" class of lettering.</p>
4.2.4 Usage without hearing	Partially Supports	<p><i>Credo</i> does not convey any specific operational information via audio. Additionally, <i>Credo</i> does support screen reading technologies such as JAWS. However, many third-party videos and audio recordings may lack captions or transcripts.</p>
4.2.5 Usage with limited hearing	Partially Supports	<p><i>Credo</i> does not convey any specific operational information via audio. Additionally, <i>Credo</i> does support screen reading technologies such as JAWS. However, many third-party videos and audio recordings may lack captions or transcripts.</p>
4.2.6 Usage with no or limited vocal capability	Not Applicable	<p>The use of speech is not required to access <i>Credo</i> website content.</p>

Criteria	Conformance Level	Remarks and Explanations
4.2.7 Usage with limited manipulation or strength	Supports	<i>Credo</i> supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls or simultaneous actions.
4.2.8 Usage with limited reach	Supports	<i>Credo</i> supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls or simultaneous actions.
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	Partially Supports	<p><i>Credo</i> has no timed response limits. In most cases, error indications and suggestions are also provided. Logical keyboard navigation and tab focus order functionality are also available across the platform.</p> <p>Current exceptions:</p> <ul style="list-style-type: none"> <li>Using the following text as links, previous articles, next articles, and read more, without any programmatically determined link context, is insufficient in providing a clear link purpose.</li> </ul>
4.2.11 Privacy	Supports	<i>Credo</i> does not stop users from using their own privacy tools when interacting with the content.

## Chapter 5: [Generic Requirements](#)

Notes: *Credo* supports standard input mechanisms and assistive technology devices and software. Therefore, *Credo* 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: *Credo* does not offer two-way voice communication in any way. Therefore, *Credo* 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
<b>7.1 Caption processing technology</b>	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Partially Supports	<i>Credo's Research Quick Tip Videos</i> have text-based synchronized captions and transcripts. Third-party video publisher content does not have captions, and most do not have transcripts.
7.1.2 Captioning synchronization	Partially Supports	<i>Credo's Research Quick Tip Videos</i> have text-based synchronized captions and transcripts. Third-party video publisher content does not have captions, and most do not have transcripts.
7.1.3 Preservation of captioning	Partially Supports	<i>Credo's Research Quick Tip Videos</i> have text-based synchronized captions and transcripts. Third-party video publisher content does not have captions, and most do not have transcripts.
7.1.4 Captions characteristics	Does Not Support	<i>Credo's Research Quick Tip Videos</i> use a standard default setting for captions displays, such as font size, type, color, and background color.
7.1.5 Spoken subtitles	Does Not Support	Spoken subtitles are not available programmatically for non-English or foreign language videos.
7.2.1 Audio description playback	Does Not Support	Audio descriptions are not included with <i>Credo</i> videos.
7.2.2 Audio description synchronization	Does Not Support	Audio descriptions are not included with <i>Credo</i> videos.
7.2.3 Preservation of audio description	Does Not Support	Audio descriptions are not included with <i>Credo</i> videos.
7.3 User controls for captions and audio description	Partially Supports	Audio descriptions are not included with <i>Credo</i> videos. Text transcripts of some <i>Credo</i> 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: *Credo* 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 Documents](#)

Notes: *Credo* does not include non-web documents. Therefore, *Credo* is not subject to the requirements of this section.

## Chapter [11: Software](#)

Notes: *Credo* 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
<b>12.1 Product documentation</b>	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 <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	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 <i>Credo</i> support team can be contacted for assistance via e-mail, telephone, or live chat. Other methods can be made available upon request.
12.2.4 Accessible documentation	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section

## Chapter [13: ICT Providing Relay or Emergency Service Access](#)

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

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