Voluntary Product Accessibility Template

The following Voluntary Product Accessibility Template™ table, outlines the specifics of Credo Reference’s compliance with Section 508.

**Summary Table**

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Supporting Features</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 1194.21 Software Applications and Operating Systems</td>
<td>Not Applicable</td>
<td>Product provides good overall compliance with the Section 508 standards, with limited exceptions as noted below.</td>
</tr>
<tr>
<td>Section 1194.22 Web-based Internet Information and Applications</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>Section</td>
<td>Applicability</td>
<td></td>
</tr>
<tr>
<td>------------------</td>
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<td></td>
</tr>
<tr>
<td>1194.23</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>1194.24</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>1194.25</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>1194.26</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>1194.31</td>
<td>Supported</td>
<td></td>
</tr>
<tr>
<td>1194.41</td>
<td>Supported</td>
<td></td>
</tr>
</tbody>
</table>

**Section 1194.21 Software Applications and Operating Systems - Detail**

Product provides good overall compliance with the Section 508 standards, with limited exceptions as noted below.

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<table>
<thead>
<tr>
<th>Criteria</th>
<th>Supporting Features</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) When software is designed to run on a system that has a keyboard,</td>
<td>Not Applicable</td>
<td>This product is a web-based application. See section 1194.22,</td>
</tr>
<tr>
<td>product functions shall be executable from a keyboard where the</td>
<td></td>
<td>below.</td>
</tr>
<tr>
<td>function itself or the result of performing a function can be</td>
<td></td>
<td></td>
</tr>
<tr>
<td>discerned textually.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b) Applications shall not disrupt or disable activated features of</td>
<td>Not Applicable</td>
<td>This product is a web-based application. See section 1194.22,</td>
</tr>
<tr>
<td>other products that are identified as accessibility features, where</td>
<td></td>
<td>below.</td>
</tr>
<tr>
<td>those features are developed and documented according to industry</td>
<td></td>
<td></td>
</tr>
<tr>
<td>standards. Applications also shall not disrupt or disable</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.

(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can

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track focus and focus changes.

(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.

(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an

This product is a web-based application. See section 1194.22, below.
application's performance.

(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.

(g) Applications shall not override user selected contrast and color selections and other individual display attributes.

(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.

This product is a web-based application. See section 1194.22, below.

Not Applicable

This product is a web-based application. See section 1194.22, below.

Not Applicable

This product is a web-based application. See section 1194.22, below.

Not Applicable
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.

(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.

(I) When electronic forms are not applicable, this product is a web-based application. See section 1194.22, below.

This product is a web-based application. See section 1194.22, below.
are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.

### Section 1194.22 Web-based Internet information and applications - Detail

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Supporting features</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) A text equivalent for every non-text element shall be provided (e.g., via &quot;alt&quot;, &quot;longdesc&quot;, or in element content).</td>
<td>Supported with Minor Exceptions</td>
<td>In general, all non-text images have associated text equivalents. Some very limited inherently graphical content,</td>
</tr>
</tbody>
</table>
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.

(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.

(d) Documents shall be organized so they are readable without

Supported with Minor Exceptions

however, does not provide text equivalents. Relatively little multimedia content exists through this application and this content does not currently include captioning.

Supported

This application makes extensive use of style sheets, but the content
requiring an associated style sheet. has been found readable without style sheet support.

(e) Redundant text links shall be provided for each active region of a server-side image map.

(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.

(g) Row and column headers shall be identified for data tables.

Supported

Supported

Supported

This application uses tables extensively and some of these tables do not include

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Nevertheless, these errors have not been found to cause significant trouble for users of assistive technologies.

(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.

(i) Frames shall be titled with text that facilitates frame identification and navigation.

(j) Pages shall be designed to avoid
causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.

(k) A text-only page, with equivalent information or functionality, shall be provided to make a website comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.

(I) When pages utilize application

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scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.

(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with extensive use of JavaScript, some of which causes known issues for users of assistive technologies.

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§1194.21(a) through (l).

(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.

(o) A method shall be provided that permits users to skip repetitive navigation links.

This application relies heavily on forms. A few of these forms do not include proper label tags to associate form elements with their labels. In testing with assistive technologies, however, users have not experienced significant difficulties using these forms.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

Section 1194.23
Telecommunications Products - Detail

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Supporting features</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Not Applicable</td>
<td>This product is a web-based application. See section 1194.22, above.</td>
</tr>
</tbody>
</table>

Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide

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a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.

(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.

(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.

(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications

This product is a web-based application. See section 1194.22, above.

Not Applicable

This product is a web-based application. See section 1194.22, above.

This product is a web-based application. See section 1194.22, above.
systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.

(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.

(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.

(g) If the telecommunications product allows a
user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.

(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.

(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.

This product is a web-based application. See section 1194.22, above.

Not Applicable

This product is a web-based application. See section 1194.22, above.

Not Applicable

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(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.

(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.
(k)(2) Products which have mechanically operated controls or keys shall comply with the following:
Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.

(k)(3) Products which have mechanically operated controls or keys shall comply with the following:
If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.

(k)(4) Products which have mechanically operated controls or keys shall comply

This product is a web-based application.
See section 1194.22, above.

This product is a web-based application.
See section 1194.22, above.

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Section 1194.24 Video and Multimedia Products - Detail

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Supporting features</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives,</td>
<td>Not Applicable</td>
<td>This product is a web-based application. See section 1194.22, above.</td>
</tr>
</tbody>
</table>
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decodes, and
displays closed
captions from
broadcast,
cable,
videotape, and
DVD signals.
As soon as
practicable,
but not later
than July 1,
2002,
widescreen
digital
television
(DTV) displays
measuring at
least 7.8
inches
vertically, DTV
sets with
conventional
displays
measuring at
least 13 inches
vertically, and
stand-alone
DTV tuners,
whether or not
they are
marketed with
display
screens, and
computer
equipment
that includes
DTV receiver
or display

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circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.

(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.

(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio

Not Applicable

This product is a web-based application. See section 1194.22, above.

Not Applicable

This product is a web-based application. See section 1194.22, above.
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.

(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.

This product is a web-based application. See section 1194.22, above.

Not Applicable

This product is a web-based application. See section 1194.22, above.

Not Applicable
## Section 1194.25 Self-Contained, Closed Products - Detail

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Supporting features</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product.</td>
<td></td>
<td>This product is a web-based application. See section 1194.22, above.</td>
</tr>
<tr>
<td>(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate</td>
<td></td>
<td>This product is a web-based application. See section 1194.22, above.</td>
</tr>
</tbody>
</table>
more time is required.

(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).

(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.

(e) When products

This product is a web-based application. See section 1194.22, above.

Not Applicable

Not Applicable

This product is a web-based application. See section 1194.22, above.

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provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.

(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise web-based application. See section 1194.22, above.
level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.

(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

(h) When a product permits a user to adjust color and contrast settings, a range of color settings may be provided.

<table>
<thead>
<tr>
<th>Product Type</th>
<th>Applicable</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product is a web-based application</td>
<td>This product is a web-based application.</td>
<td>See section 1194.22, above.</td>
</tr>
<tr>
<td><a href="http://corp.credoreference.com/support-training/support-cors/support/s">http://corp.credoreference.com/support-training/support-cors/support/s</a>...</td>
<td>9/25/2013</td>
<td></td>
</tr>
</tbody>
</table>
selections capable of producing a variety of contrast levels shall be provided.

(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.

(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in

This product is a web-based application. See section 1194.22, above.

This product is a web-based application. See section 1194.22, above.
length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.

(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:

Where any operable control is 10 inches or less behind the reference plane, the

This product is a web-based application. See section 1194.22, above.
height shall be 54 inches maximum and 15 inches minimum above the floor.

(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.

Not Applicable

This product is a web-based application. See section 1194.22, above.

(j)(4) Products which are freestanding, Not Applicable

This product is a web-based application.
non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.

Section 1194.26 Desktop and Portable Computers - Detail

Criteria | Supporting features | Remarks and explanations
--- | --- | ---
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4). | Not Applicable | This product is a web-based application. See section 1194.22, above.

(b) If a product utilizes | Not Applicable | This product is a web-based application. See section 1194.22, above.

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touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).

(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.

(d) Where not provided, at least one of each type of expansion slots, ports and connectors shall be provided.
Section 1194.31 Functional Performance Criteria - Detail

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Supporting features</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.</td>
<td>Supported with Minor Exception</td>
<td>In general, this product provides access for users without vision or users using assistive technology. Exceptions are noted in section 1194.22, above.</td>
</tr>
<tr>
<td>(b) At least one mode of operation and information retrieval that</td>
<td>Supported with Minor Exception</td>
<td>In general, this product provides access for users</td>
</tr>
</tbody>
</table>
In general, this product provides access for users without vision or users using assistive technology. Exceptions are noted in section 1194.22, above.

Exception

Supported

Assistive
Technology

Minor

Exception

Information

Retrieval that

operation and

In general, this product provides access for users without vision or users using assistive technology. Exceptions are noted in section 1194.22, above.

Minor Exception

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(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.

Minor Exception

Voluntary Product Accessibility Template

(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.

Minor Exception

Voluntary Product Accessibility Template

(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.

Minor Exception

Voluntary Product Accessibility Template

(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.

Minor Exception

Voluntary Product Accessibility Template

(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.

Minor Exception

Voluntary Product Accessibility Template

(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.

Minor Exception

Voluntary Product Accessibility Template

(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.

Minor Exception

Voluntary Product Accessibility Template

(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.

(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.

Section 1194.41 Information, Documentation and Support - Detail

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Supporting features</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no</td>
<td>Supported</td>
<td>This is a web-based application in which product support documentation is readily available as a wiki in HTML, which can be</td>
</tr>
</tbody>
</table>

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translated on demand into multiple formats on demand using freely available tools for end users. We have identified several minor errors for assistive technology users in our product testing and have addressed them.

(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.

(c) Support services for products shall be provided through email

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accommodate the communication needs of end-users with disabilities, and electronic forms, both of which are designed to accommodate the communication needs of users with disabilities, see 1194.22, above.