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Voluntary Product Accessibility Template

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

Summary Table

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Not Applicable	
Section 1194.22 Web-based Internet Information and Applications	Supported	Product provides good overall compliance with the Section 508 standards, with limited exceptions as noted below.

Section 1194.23
Telecommunications
Products Not
Applicable

Section 1194.24
Video and Multi-
media Products Not
Applicable

Section 1194.25
Self-Contained,
Closed Products Not
Applicable

Section 1194.26
Desktop and
Portable Not
Computers Applicable

Section 1194.31
Functional
Performance
Criteria Supported
with
Minor
Exception Product
provides
good
overall
compliance
with the
Section 508
standards,
with limited
exceptions
as noted
below.

Section 1194.41
Information,
Documentation and
Support Supported

Section 1194.21 Software Applications and Operating Systems - Detail

Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Not Applicable	This product is a web-based application. See section 1194.22, below.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable	Not Applicable	This product is a web-based application. See section 1194.22, below.

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

Not Applicable

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

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.

Not Applicable

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

(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

Not Applicable

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.

Not Applicable

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

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

Not Applicable

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

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

Not Applicable

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

<p>(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.</p>	<p>Not Applicable</p>	<p>This product is a web-based application. See section 1194.22, below.</p>
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<p>(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.</p>	<p>Not Applicable</p>	<p>This product is a web-based application. See section 1194.22, below.</p>
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<p>(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.</p>	<p>Not Applicable</p>	<p>This product is a web-based application. See section 1194.22, below.</p>
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<p>(l) When electronic forms</p>	<p>Not Applicable</p>	<p>This product is a</p>
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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.

web-based application. See section 1194.22, below.

Section 1194.22 Web-based Internet information and applications - Detail

Criteria	Supporting features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supported with Minor Exceptions	In general, all non-text images have associated text equivalents. Some very limited inherently graphical content,

(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.

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.

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

Supported

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

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.

Supported

(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.

Supported

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

Supported with Minor Exceptions

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

header markup. 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.

Supported

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

Supported

(j) Pages shall be designed to avoid

Supported

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 web site 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.

Supported

(l) When pages utilize

This application

<p>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.</p>	<p>Supported with Exceptions</p>	<p>makes extensive use of JavaScript, some of which causes known issues for users of assistive technologies.</p>
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<p>(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</p>	<p>Supported</p>
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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.

Supported
with Minor
Exceptions

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.

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

Supported

Supported

(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

Criteria	Supporting features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide	Not Applicable	This product is a web-based application. See section 1194.22, above.

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.

Not
Applicable

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

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

Not
Applicable

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

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

Not
Applicable

This product is a web-based application. See section

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.

1194.22, above.

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

Not Applicable

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

(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.

Not Applicable

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

(g) If the telecommunications product allows a

Not Applicable

This product is a web-based

user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.

application.
See section 1194.22, above.

(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.

Not
Applicable

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

(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.

Not
Applicable

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

(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.

Not
Applicable

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

(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.

Not
Applicable

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

(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.

Not Applicable

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

(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.

Not Applicable

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

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

Not Applicable

This product is a web-based application. See section

with the following:
 The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.

1194.22,
 above.

Section 1194.24 Video and Multi-media Products - Detail

Criteria	Supporting features	Remarks and explanations
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,	Not Applicable	This product is a web-based application. See section 1194.22, above.

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

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.

Not Applicable

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

(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.

information necessary for the comprehension of the content, shall be open or closed captioned.

(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.

Not Applicable

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

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

Not Applicable

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

Section 1194.25 Self-Contained, Closed Products - Detail

Criteria	Supporting features	Remarks and explanations
<p>(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.</p>	Not Applicable	This product is a web-based application. See section 1194.22, above.
<p>(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate</p>	Not Applicable	This product is a web-based application. See section 1194.22, above.

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).

Not Applicable

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

(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.

Not Applicable

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

(e) When products

Not Applicable

This product is a

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.

web-based application. See section 1194.22, above.

(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

Not Applicable

This product is a 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.

Not
Applicable

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

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

Not
Applicable

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

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.

Not Applicable

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

(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

Not Applicable

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

Not
 Applicable

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

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.

application. See section 1194.22, above.

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

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

application. See section 1194.22, above.

(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.

Not Applicable

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

(d) Where provided, at least one of each type of expansion slots, ports and connectors

Not Applicable

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

shall comply
with publicly
available
industry
standards

Section 1194.31 Functional Performance Criteria - Detail

Criteria	Supporting features	Remarks and explanations
(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.	Supported with Minor Exception	In general, this product provides access for users without vision or users using assistive technology. Exceptions are noted in section 1194.22, above.
(b) At least one mode of operation and information retrieval that	Supported with Minor Exception	In general, this product provides access for users

does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.

without vision or users using assistive technology. Exceptions are noted in section 1194.22, above.

(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

Supported with Minor Exception

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

(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.

Supported

(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.

Supported

Supported

(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

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

additional
charge

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.

Supported

Accessibility features are integrated throughout the product (including user support features), as set forth in 1194.22, above.

(c) Support services for products shall

Supported

User support is provided through email

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.

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