

Voluntary Product Accessibility Template® (VPAT®)

WCAG Edition

Version 2.4

About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the WCAG edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)
- [Web Content Accessibility Guidelines 2.1](#)

If you need to report on a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)
- The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym.

Getting Started

1. Before creating a report, read all of the materials provided in this document.
2. Determine which accessibility standards/guidelines will be included in the product conformance report and use the appropriate VPAT file.
3. It is the vendor's responsibility to maintain the integrity of the data in the report.

Essential Requirements for Authors

The following are the minimum requirements to produce an Accessibility Conformance Report based on the VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.
2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The final conformance report must be accessible.
3. A report must contain the following content at a minimum:
 - **Report Title** – In the heading format of "[Company Name] Accessibility Conformance Report"
 - **VPAT Heading Information** – Template version
 - **Name of Product/Version** – Name of Product being reported, including product version identifier if necessary
 - **Report Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, "May 2016". If date is included, ensure it is clear "4 May 2016" or "May 4, 2016".

- **Product Description** – A brief description of the product
- **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.
- **Notes** – Any details or further explanation about the product or the report. This section may be left blank.
- **Evaluation Methods Used** – Include a description of evaluation methods used to complete the VPAT for the product under test.
- **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.
 - The list must include only the Standards/Guidelines used to evaluate the product.
 - The applicable Standards/Guidelines that are included in this edition of the VPAT template are:
 - [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)
 - [Web Content Accessibility Guidelines 2.1](#) or WCAG 2.1
 - If other Standards/Guidelines are reported then use the appropriate VPAT edition.
 - This information can be in a table format at the top of the report with the table heading 'Standards/Guidelines' and the reported Standards/Guidelines identified. This information can alternatively be supplied in the introductory text of the report. In the VPAT we have used a table as an example and listed "(yes / no)" for each guideline. To indicate what the report covers leave the appropriate yes or no on each guideline.
 - If multiple Guideline tables are included, each table must identify the Guideline that the criteria in that table represent.
- **Terms** – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:
 - **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.

Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.0 Understanding Conformance](#): This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG 2.x Level AAA.
 - **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.
5. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).
- These tables are used to answer:
 - The selected levels of WCAG 2.x Guidelines.
 - When reporting on WCAG 2.0 criteria it is acceptable to remove the WCAG 2.1-specific criteria from the table. These are marked '2.1 only' within the row.
6. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.
- When the conformance level is 'Partially Supports' or 'Does Not Support', the remarks should identify:
 1. The functions or features with issues
 2. How they do not fully support
 - If the criterion does not apply, explain why.
 - If an accessible alternative is used, describe it.

Ingenta Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Ingenta Connect

Report Date: 16th March 2021

Product Description: Multi-publisher digital platform

Contact Information: help@ingentaconnect.com

Notes:

Evaluation Methods Used:

Lighthouse automated accessibility Evaluation tools (built into chrome).

Axe (chrome plugin) accessibility assessment tool

WAVE (FF plugin) web AIM accessibility assessment tool

Firefox (Inbuilt Accessibility inspector tool)

JAWS 2020 screen reader

NVDA screen reader (windows)

Talkback for Android 11.

Spectrum Chrome plugin

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)

Terms

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

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

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	<p>Examples of supports:</p> <ul style="list-style-type: none"> • Most images include alternative text. • Buttons either have a description or a parsed text node label. • Most Form Inputs have associated text labels. <p>Example of exceptions:</p> <ul style="list-style-type: none"> • Some HTML expanded figure images don't include alternative text. • Some HTML figure and table images not programmatically linked to the figure/table description.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Does Not Support	<p>Example of exceptions:</p> <ul style="list-style-type: none"> • An alternative (transcript) version is not supplied for downloadable audio and video.
1.2.2 Captions (Prerecorded) (Level A)	Partially supports	<ul style="list-style-type: none"> • Synchronized captions may be present in videos if provided in data from publisher
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Does Not support	<p>Example of exceptions:</p> <ul style="list-style-type: none"> • No audio description or other alternative version is provided
1.3.1 Info and Relationships (Level A)	Partially supports	<p>Examples of supports:</p> <ul style="list-style-type: none"> • Headings and lists are mostly used to represent hierarchal content structure. <p>Example of Exceptions:</p> <ul style="list-style-type: none"> • HTML5 landmark structure is missing so difficult to programmatically deduce which part of the site is the header, footer, site navigation.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Heading structure is not consistent on many pages. Some PDF documents are lacking the appropriate structure for screen readers.
1.3.2 Meaningful Sequence (Level A)	Supports	Examples: <ul style="list-style-type: none"> Content position can be gleaned from its structural markup /DOM order.
1.3.3 Sensory Characteristics (Level A)	Supports	Examples: <ul style="list-style-type: none"> Instructions and content do not rely upon shape, size visual location or sound.
1.4.1 Use of Color (Level A)	Supports	Examples: <ul style="list-style-type: none"> Color is not used as the sole means to distinguish elements visually for example the FT access key has a letter as well as a color. Links can be distinguished as the color contrast vs surrounding text is sufficient in the main.
1.4.2 Audio Control (Level A)	Not Applicable	<ul style="list-style-type: none"> No embedded audio / video controls exist
2.1.1 Keyboard (Level A)	Supports	Examples: <ul style="list-style-type: none"> Site is Navigable via keyboard and tested using NDVA and JAWS which reads out current focusable navigation. Keyboard element focus can easily be visually distinguished
2.1.2 No Keyboard Trap (Level A)	Supports	No Keyboard traps on the Ingenta Connect website
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	<ul style="list-style-type: none"> Shortcut keys not defined for this simple web application
2.2.1 Timing Adjustable (Level A)	Does Not support	<ul style="list-style-type: none"> user session expiration cannot be adjusted (unless user navigates between pages in which case the session is renewed, if not expired) nor is there any indication the user session is about to expire.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Does Not support	<ul style="list-style-type: none"> Under review to remove scrolling carousel to ensure site does not contain auto-updating item.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	<ul style="list-style-type: none"> <u>Web pages</u> do not contain anything that flashes
2.4.1 Bypass Blocks (Level A)	Supports	<ul style="list-style-type: none"> A skip to content link appears for the first keyboard tab press into the site web page allowing users to bypass the main site navigation.
2.4.2 Page Titled (Level A)	Supports	<ul style="list-style-type: none"> Descriptive title using title element is present giving some indication to user as to where they are in hierarchy of the site.
2.4.3 Focus Order (Level A)	Supports	<ul style="list-style-type: none"> Focus order is in reading order and in the order best indicative of meaning
2.4.4 Link Purpose (In Context) (Level A)	Partially supports	<p>Example of supports:</p> <ul style="list-style-type: none"> Most links have a title attribute value that indicates the purpose of the anchor link when the content of the link itself does not describe its purpose. <p>Exceptions can occur due to variances in publisher provided data.</p>
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	<ul style="list-style-type: none"> Interface is designed to work with single finger-based control as well as mouse
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	<ul style="list-style-type: none"> All single finger events used mimics the behavior of using a mouse. Repeating the same gesture will cancel the previous outcome from the gesture
2.5.3 Label in Name (Level A 2.1 only)	Partially supports	<p>Example of supports:</p> <ul style="list-style-type: none"> Most form fields have a matching name label.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	<ul style="list-style-type: none"> Interface designed using media queries that essentially allow the browser to detect changes in view port and adapt the look and feel to match. No other motion behavior relevant
3.1.1 Language of Page (Level A)	Supports	<p>Example of supports:</p> <ul style="list-style-type: none"> Default Language is specified using lang attribute on html tag. <p>Exceptions:</p> <ul style="list-style-type: none"> publisher provided PDF (Ful text) content may not specify /lang entry
3.2.1 On Focus (Level A)	Supports	<ul style="list-style-type: none"> HTML Node's gaining focus do not change the Context
3.2.2 On Input (Level A)	Supports	<ul style="list-style-type: none"> entering data or selecting a form control has predictable effects.
3.3.1 Error Identification (Level A)	Partially supports	<ul style="list-style-type: none"> Limited methods in place to allow non-visual users to be able to easily identify which fields have a validation error associated with them
3.3.2 Labels or Instructions (Level A)	Supports	<ul style="list-style-type: none"> Labels give a clear indication on what data is expected in form fields.
4.1.1 Parsing (Level A)	Partially supports	<p>Example of supports:</p> <ul style="list-style-type: none"> The sites home page https://www.ingentaconnect.com/ was found to pass the w3c validation checks. <p>Example of Exceptions:</p> <p>Full text html relies on publisher-provided XML.</p>
4.1.2 Name, Role, Value (Level A)	Partially supports	<p>Example of supports:</p> <ul style="list-style-type: none"> "X" on dialogue window when first visiting site (clear cookies to see) has aria-label describing its purpose. (as well as correct Role attributes to announce it as a dialog.

Criteria	Conformance Level	Remarks and Explanations
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	Website do not contain live multimedia
1.2.5 Audio Description (Prerecorded) (Level AA)	Does not support	Examples: <ul style="list-style-type: none"> Audio description not provided for video content
1.3.4 Orientation (Level AA 2.1 only)	Supports	Examples: <ul style="list-style-type: none"> All webpages make no assumption to the screen orientation. Users can fix their preferred orientation landscape vs portrait in their devices OS settings and the web app will honor their choice.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Does not support	.
1.4.3 Contrast (Minimum) (Level AA)	Partially-Supports	Example of supports: <ul style="list-style-type: none"> Main body of text have a background colour that has a sufficient contrast ratio of 4.5:1 or above. Example of Exceptions: <ul style="list-style-type: none"> Third party widgets could have contrast concerns that do not meet minimum ratio.
1.4.4 Resize text (Level AA)	Supports	Examples: <ul style="list-style-type: none"> Content can be magnified to 200% and the site uniformly scales up.
1.4.5 Images of Text (Level AA)	Supports	<ul style="list-style-type: none"> Image is not used to present text if the same visual presentation can be achieved using text alone.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Where images of text are necessary (e.g., logos), appropriate alternative text is used.
1.4.10 Reflow (Level AA 2.1 only)	Supports	<ul style="list-style-type: none"> Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially supports	<ul style="list-style-type: none">
1.4.12 Text Spacing (Level AA 2.1 only)	Partially-Supports	<p>Example of supports:</p> <ul style="list-style-type: none"> Letter and Word spacing adhere to required standards of 0.12- and 0.16-times font size. Most paragraph spacing meets the 2x the font size height.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Not applicable	<p>Examples:</p> <ul style="list-style-type: none"> Hover and Focus state does not trigger the display of additional content.
2.4.5 Multiple Ways (Level AA)	Supports	<p>Examples:</p> <ul style="list-style-type: none"> Multiple ways are available to find other pages on the site, e.g., navigation, search, site map, crumb trail, etc.
2.4.6 Headings and Labels (Level AA)	Supports	<p>Examples:</p> <ul style="list-style-type: none"> Headings are descriptive. Labels are descriptive.
2.4.7 Focus Visible (Level AA)	Supports	<p>Example:</p> <ul style="list-style-type: none"> Elements have focus state indicator.
3.1.2 Language of Parts (Level AA)	Does not support	<p>Example:</p> <ul style="list-style-type: none"> Where content exists in mixed languages there is no markup attribute to inform screen readers and assistive technologies to what language is being displayed.
3.2.3 Consistent Navigation (Level AA)	Supports	<p>Example:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Main navigation Elements are consistent across multiple web pages such as the masthead navigation and Footer.
3.2.4 Consistent Identification (Level AA)	Supports	<p>Example:</p> <ul style="list-style-type: none"> Use of consistent Iconography and design language across the site mean a mostly consistent experience.
3.3.3 Error Suggestion (Level AA)	Supports	<p>Example:</p> <ul style="list-style-type: none"> On registration a suggestion by each failed input field is provided.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	<p>Example:</p> <ul style="list-style-type: none"> Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.

4.1.3 Status Messages (Level AA 2.1 only)	Partially-Supports	<p>Example of supports:</p> <ul style="list-style-type: none"> • Mandatory fields in a form. The user tabs to a mandatory field, and tabs out of the field without entering any data or selecting a choice. The label of that field is then updated indicate that leaving it blank was an error.
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Notes:

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed