WCAG 2.1 A and AA Requirements

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| **Name of Product** | **Mendeley.com** |
| **Date Last Updated** | **June 9, 2022** |
| Completed by | Jay Nemchik (Digital Accessibility Team, Dayton) |
| **Document Description** | This document rates Mendeley.com according to the W3C WCAG 2.1 A and AA requirements. |
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| **Testing Tools and Methods** | **Hands-on keyboard operation Firebug/Code inspection Firefox Web Developer Toolbar (removing style sheets) JAWS 18 on Mozilla Firefox 63 and MS IE 11 on Windows 10 NVDA screen reader v2019.2.1 Wave Extension**  **Color Contrast Analyzer W3C WAI Pages** Elsevier Accessibility Checklist: <http://romeo.elsevier.com/accessibility_checklist/> |
| **Document Sections** | The review document below includes all WCAG 2 A and AA checkpoints and is organized into 6 logical sections:   * Visuals * Keyboard * Headings and Structure * Labeling * Multimedia * Usability |
| **Pages Covered** | Homepage, Search, Search Results, Careers, Article Page, Settings |
| **Note from W3C on Conformance** | <https://www.w3.org/TR/UNDERSTANDING-WCAG20/conformance.html> **“If there is no content to which a success criterion applies, the success criterion is satisfied.” This VPAT shows such criterion as: "Supports (N/A)"** |
| **Notes/Terminology** | **“AT” stands for Assistive Technology such as screen readers, voice input, etc.** |

| **WCAG 2.1 Success Criterion** | **Level** | **Evaluation** |
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| 1.1.1: Non-text Content | A | Partially supports |
| 1.2.1: Audio-only and Video-only (Prerecorded) | A | Supports (N/A) |
| 1.2.2: Captions (Prerecorded) | A | Supports (N/A) |
| 1.2.3: Audio Description or Full Text Alternative | A | Supports (N/A) |
| 1.2.4: Captions (Live) | AA | Supports (N/A) |
| 1.2.5: Audio Description | AA | Supports (N/A) |
| 1.3.1: Info and Relationships | A | Partially supports |
| 1.3.2: Meaningful Sequence | A | Partially supports |
| 1.3.3: Sensory Characteristics | A | Supports |
| 1.3.4 Orientation (2.1) | AA | Supports |
| 1.3.5 Identify Input Purpose (2.1) | AA | Supports |
| 1.4.1: Use of Color | A | Supports |
| 1.4.2: Audio Control | A | Supports (N/A) |
| 1.4.3: Contrast (Minimum) | AA | Partially supports |
| 1.4.4: Resize text | AA | Supports |
| 1.4.5: Images of Text | AA | Partially supports |
| 1.4.10 Reflow (2.1) | AA | Supports |
| 1.4.11 Non-Text Contrast (2.1) | AA | Partially supports |
| 1.4.12 Text Spacing (2.1) | AA | Supports |
| 1.4.13 Content on Hover or Focus (2.1) | AA | Does not support |
| 2.1.1: Keyboard | A | Partially supports |
| 2.1.2: No Keyboard Trap | A | Supports |
| 2.1.4 Character Key Shortcuts (2.1) | A | Supports (N/A) |
| 2.2.1: Timing Adjustable | A | Supports (N/A) |
| 2.2.2: Pause, Stop, Hide | A | Supports (N/A) |
| 2.3.1: Three Flashes or Below Threshold | A | Supports (N/A) |
| 2.4.1: Bypass Blocks | A | Partially supports |
| 2.4.2: Page Titled | A | Supports |
| 2.4.3: Focus Order | A | Partially supports |
| 2.4.4: Link Purpose (In Context) | A | Partially supports |
| 2.4.5: Multiple Ways | AA | Supports |
| 2.4.6: Headings and Labels | AA | Supports |
| 2.4.7: Focus Visible | AA | Partially supports |
| 2.5.1 Pointer Gestures (2.1) | A | Supports (N/A) |
| 2.5.2 Pointer Cancellation (2.1) | A | Supports (N/A) |
| 2.5.3 Label in Name (2.1) | A | Supports |
| 2.5.4 Motion Actuation (2.1) | A | Supports (N/A) |
| 3.1.1: Language of Page | A | Partially supports |
| 3.1.2: Language of Parts | AA | Supports |
| 3.2.1: On Focus | A | Supports |
| 3.2.2: On Input | A | Supports |
| 3.2.3: Consistent Navigation | AA | Supports |
| 3.2.4: Consistent Identification | AA | Supports |
| 3.3.1: Error Identification | A | Supports |
| 3.3.2: Labels or Instructions | A | Partially supports |
| 3.3.3: Error Suggestion | AA | Supports |
| 3.3.4: Error Prevention (Legal, Financial, Data) | AA | Supports |
| 4.1.1: Parsing | A | Supports |
| 4.1.2: Name, Role, Value | A | Partially supports |
| 4.1.3 Status Messages (2.1) | AA | Supports (N/A) |

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| **Visuals** | | |
| **WCAG 2.1**  **Checkpoint** | **Supporting Features** | **Remarks** |
| [1.1.1: Non-Text Content](http://www.w3.org/TR/WCAG20/#text-equiv-all) (A) Provide text alternatives for non-text content (e.g. images) | Partially supports | Most images and icons have appropriate text equivalents.  **Exceptions:**  Homepage: The "I M Discovery" image's alt text does not match the text. The social media icons image does not have alt text.  Article Page: The SVG graph does not communicate its content well to screen readers. The PlumX image does not have alt text.  Careers: The banner image should have null alt text (alt=""). |
| [1.3.3: Sensory Characteristics](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (A) Do not rely on sensory characteristics of components such as shape, size, visual location, orientation, or sound | Supports | There are no instructions or areas of content which rely solely on sensory characteristics. |
| [1.4.1: Use of Color](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (A) Color is not used as the only visual means of conveying info | Supports | Color is not used as the only means of conveying information. |
| [1.4.3: Color Contrast (Minimum)](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (AA) Text has enough contrast with the background (4.5:1 for small text and 3:1 for large text) | Partially supports | Text has enough contrast with its corresponding background in most areas.  **Exceptions:**  Search: The search placeholder text does not have enough contrast at 2.07:1.  Article Page: All of the footer links on this page do not have enough contrast at 4.35:1.  Careers: The gray placeholder text in the text inputs do not have enough contrast at 1.54:1. The banner white text on the image background does not have enough contrast in certain places.  Settings: All of the footer links on this page do not have enough contrast at 4.35:1. |
| [1.4.4: Resize Text](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (AA)  Text can be enlarged up to 200% without loss of functionality. | Supports | Text can be enlarged to 200% and content remains functional. |
| [1.4.5: Images of Text](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (AA) Text is used rather than images of text, except where the presentation of text is essential, such as logos | Partially supports | Almost no images of text are used other than for Logos or essential presentation.  **Exceptions:**  Homepage: The "I M Discovery" image is an image of text. |
| [1.4.10 Reflow](https://www.w3.org/TR/WCAG21/#reflow) (AA) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:  Vertical scrolling content at a width equivalent to 320 CSS pixels;  Horizontal scrolling content at a height equivalent to 256 CSS pixels. | Supports | Mendeley.com uses a responsive view that properly scrolls in only one direction once width reaches low CSS pixels. |
| [1.4.11 Non-Text Contrast (AA](https://www.w3.org/TR/WCAG21/#non-text-contrast)) User interact components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s). | Partially supports | Many non-text UI components and graphical objects have at least a 3:1 contrast ratio.  **Exceptions:**  Article Page: The SVG and bar graphs use a green that does not have enough contrast with the white background at 1.92:1. |
| [1.4.12 Text Spacing (AA)](https://www.w3.org/TR/WCAG21/#text-spacing)  In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all the following and by changing no other style property:  Line height (line spacing) to at least 1.5 times the font size;  Spacing following paragraphs to at least 2 times the font size;  Letter spacing (tracking) to at least 0.12 times the font size;  Word spacing to at least 0.16 times the font size. | Supports | The site allows users to adjust the text spacing without causing loss of content or functionality. |
| [1.4.13 Content on Hover or Focus (AA)](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus)  Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:   * Dismissable * Hoverable * Persistent | Does not support | There is some content that appears on hover and focus throughout the application, but it is not hoverable.  **Exceptions:**  Article Page: The tooltips on the page cannot be hovered. |
| [2.3.1: Three Flashes or Below Threshold](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (A) No more than three flashes in a 1-second period, or the flashes are below the defined thresholds | Supports (N/A) | No flashing content exists. |
| **Keyboard** | | |
| **WCAG 2.1**  **Checkpoint** | **Supporting Features** | **Remarks** |
| [1.3.2: Meaningful Sequence](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (A)  The correct reading sequence can be programmatically determined | Partially supports | The correct reading sequence is usually logical with the DOM order matching the visual order.  **Exceptions:**  Footer: When in mobile view, the footer content can still be read by the screen reader, even when the header content for the section is collapsed.  Careers: The header links on this page are hidden with aria-hidden="true" and cannot be read by screen readers. |
| [2.1.1: Keyboard](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (A)  All functionality is available from a keyboard, except for tasks such as drawing | Partially supports | Most content is keyboard operable.  **Exceptions**:  Footer: The "Cookies Settings" button is not keyboard operable. In the mobile view, the hide/show headings cannot be reached by keyboard.  Article Page: The Citations and Readers hover tooltips do not appear on focus. The graph content cannot be viewed with keyboard. The '?' help tooltips do not appear on focus. |
| [2.1.2: No Keyboard Trap](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (A)  The user can use the keyboard to move through page elements and is not trapped on a particular element | Supports | There is no keyboard trap on the site. |
| [2.1.4 Character Key Shortcuts (A)](https://www.w3.org/TR/WCAG21/#character-key-shortcuts)  If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:   * Turn off * Remap * Active only on focus | Supports (N/A) | The site does not use any character key shortcuts. |
| [2.4.3: Focus Order](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (A)  Users can tab through the elements of a page in a logical order | Partially supports | Tab order is logical on the site in most areas.  **Exceptions:** Footer: When in mobile view, the hidden footer links can still be reached by keyboard.  Search Results: The article side panel does not return focus to the button that activated it upon closing.  Careers: The profile dropdown button should not be reached before the navigation links. |
| [2.4.7: Focus Visible](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (AA)  The page element with the current keyboard focus has a visible focus indicator | Partially supports | Most elements have a visible focus indicator. Some elements still use the browser default.  **Exceptions:**  Article Page: The Citation Style dropdown's options do not have a visible focus when arrowing through. |
| [3.2.1: On Focus](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (A)  When a UI component receives focus, this does not trigger unexpected actions. | Supports | Focusable elements do not cause unexpected actions when receiving focus. |
| **Headers and Structure** | | |
| **WCAG 2.1**  **Checkpoint** | **Supporting Features** | **Remarks** |
| [1.3.1: Information and Relationships](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (A)  Info, structure, and relationships can be programmatically determined | Partially supports | Good use of heading in some places to help distinguish content. Lists are typically used to group related links or text. Landmarks are sometimes used in good places.  **Exceptions:** Header: The navigation links should be in an unordered list.  Homepage: The page needs an h1 that marks the main purpose of the page.  Search: The "Search for and add articles to your library" and "Try the desktop app to manage your library" text should be h2s.  Search Results: The page needs an h1. The article titles should be headings (h2). The search filter heading text (YEAR, DOCUMENT TYPE, etc.) should be headings (h2s). The article type (e.g. "Generic") should not be a heading.  Article Page: The current h4s on the page (Abstract, Author Supplied Keywords, Cite, etc.) should be h2s. The Article titles under References and Cited By should be h3s. |
| [2.4.1: Bypass Blocks](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (A)  Users can bypass repeated blocks of content. | Partially supports | Headings and landmarks exist, which allow users using Assistive Technology to jump to the different areas of content quickly.  **Exceptions:**  Settings: The Skip to main content link on this page does not work.  Note: The skip to main content link should be the very first tab-stop on a page. |
| [2.4.6: Headings and Labels](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (AA)  Headings and labels are clear and consistent. | Supports | Headings and labels used are clear and descriptive. |
| [3.1.1: Language of Page](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (A)  The language of the page is specified | Partially supports | The language is defined as lang="en-GB" or lang="en-UK" on most pages.  **Exceptions:**  Homepage: The page language is not defined on this page. |
| [3.1.2: Language of Parts](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (AA)  Specify the language of text passages that are in a different language than the default language of the page. | Supports (N/A) | There are no passages of text that differ from the page default. |
| [4.1.1: Parsing](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (A)  Use valid, error-free HTML | Supports | HTML and CSS passes concerning these 4 specific criteria:  (i) elements have complete start and end tags,  (ii) elements are nested according to their specifications  (iii) elements do not contain duplicate attributes (iv) any IDs are unique, except where the specifications allow these features.  Note: There are other general HTML validation errors outside the scope of this criterion. |
| **Labeling** | | |
| **WCAG 2.1**  **Checkpoint** | **Supporting Features** | **Remarks** |
| [1.3.5 Identify Input Purpose (AA)](https://www.w3.org/TR/WCAG21/#identify-input-purpose) The purpose of each input field collecting information about the user can be programmatically determined when:  The input field serves a purpose identified in the Input Purposes for User Interface Components section; and the content is implemented using technologies with support for identifying the expected meaning for form input data. | Supports | The personal input fields on the Setting page have proper autocomplete attributes. |
| [2.4.2: Page Titled](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (A)  The page has a title describing its topic or purpose | Supports | The page title changes when moving between pages and is descriptive in cases. |
| [2.4.4: Link Purpose (In Context)](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (A)  The purpose of each link can be determined from the link text or surrounding context. | Partially supports | Most links used have an identifiable purpose from the link text or surrounding context.  **Exceptions:**  Search Results: "View in Library" and "View PDF" links should indicate that they open in a new tab/window.  Article Page: The external inks on the page (e.g. View more at Scopus) should indicate that they open in a new tab/window. |
| [2.5.3 Label in Name](https://www.w3.org/TR/WCAG21/#label-in-name) (A)  For user interface components with labels that include text or images of text, the name contains the text that is presented visually. | Supports | Interface components that have visible text contain that text consistently within the accessible name. |
| [3.2.4: Consistent Identification](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (AA)  UI components used across the web site are identified consistently on every page. | Supports | UI components are consistent across the site. Many pages use the same exact components, resulting in a consistent experience. |
| [3.3.1: Error Identification](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (A)  Input errors are clearly marked and described to the user. | Supports | The current input fields do not allow for errors. Incomplete fields are notified through the use of the required attribute. |
| [3.3.2: Labels and Instructions](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (A)  Items requiring user input are clearly labeled or have clear instructions. | Partially supports | Most input areas have clear labels which are programmatically assigned.  **Exceptions:**  Homepage: The Search input's aria-labelledby references an ID that does not exist.  Article Page: The Citation Style input does not have a label. It also does not communicate as a dropdown. None of the dropdown's options are communicated to screen readers. |
| [3.3.3: Error Suggestion](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (AA)  When the user makes an input error, give suggestions for valid input. | Supports | Error text or warning text provides enough suggestion for users to enter valid input. |
| [4.1.2: Name, Role, Value](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (A)  For all UI components, the name, value, and role can be programmatically determined. | Partially supports | Some UI components communicate their state programmatically.  **Exceptions:**  Footer: When in mobile view, the hide/show headings need aria-expanded attributes and should be buttons.  Search Results: View in Library and View PDF should be links. The button to expand the full list of author names needs a proper label. The currently selected Sort button should have aria-selected="true", and the others should have aria-selected="false". The article panel container needs role="dialog" and aria-modal="true". The tabs in the article panel either needs aria-selected or should an ARIA tablist.  Article Page: View in Library and View PDF should be links. The Citation Style input should be a select menu or have proper ARIA to designate a custom dropdown.  Careers: Profile dropdown element should be a button and needs aria-expanded. |
| [4.1.3 Status Messages](https://www.w3.org/TR/WCAG21/#status-messages) (AA)  In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. | Supports (N/A) | There are no status messages of the kind described by this criterion on Mendeley.com. |
| **Multimedia** | | |
| **WCAG 2.1**  **Checkpoint** | **Supporting Features** | **Remarks** |
| [1.2.1: Audio-only or Video-only (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (A)  Provide alternatives for pre-recorded audio-only or video-only content. | Supports (N/A) | There is no audio-only or video-only content in Mendeley.com. |
| [1.2.2: Captions (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (A)  Provide captions for pre-recorded audio | Supports (N/A) | The site does not have any pre-recorded audio. |
| [1.2.3: Audio Description or Media Alternative (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (A)  Provide alternatives for pre-recorded synchronized audio/video | Supports (N/A) | The site does not have any pre-recorded audio/video. |
| [1.2.4: Captions (Live)](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (AA)  Provide captions for live audio in synchronized audio/video. | Supports (N/A) | There is no live audio in synchronized audio/video. |
| [1.2.5: Audio Description (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (AA)  Provide an audio description of pre-recorded video. | Supports (N/A) | The site does not have any pre-recorded video. |
| [1.4.2: Audio Control](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (A)  Audio can be paused and stopped, or the audio volume can be changed. | Supports (N/A) | There is no audio that plays automatically on the site. |
| [2.2.2: Pause, Stop, Hide](http://www.w3.org/TR/WCAG20/#time-limits-pause) (A)  Users can stop, pause, or hide moving, blinking, scrolling, or auto-updating information. | Supports (N/A) | There is no moving, scrolling, or auto-updating information. |
| **Usability** | | |
| **WCAG 2.1**  **Checkpoint** | **Supporting Features** | **Remarks** |
| [2.2.1: Timing Adjustable](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (A)  Users are warned of time limits shorter than 20 hours and time limits can be turned off or extended | Supports (N/A) | There does not appear to be a session timeout for Mendeley.com. |
| [2.4.5: Multiple Ways](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (AA)  More than one way is available to navigate to other web pages. | Supports | There are multiple ways to each page, mostly through the main navigation. |
| [3.2.2: On Input](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (A)  Changing the setting of a checkbox, radio button, or other UI component does not trigger unexpected changes in context. | Supports | User inputs do not cause unexpected actions. |
| [3.2.3: Consistent Navigation](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (AA)  Navigation menus are in the same location and order on every web page. | Supports | Navigation menus are consistently in the same place and in same order.  For example, the navigation has the same links/buttons in the same order. |
| [3.3.4: Error Prevention (Legal, Financial, Data)](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (AA)  For web pages with legal or financial commitments, input can be reviewed and corrected before final submission, and submissions can be reverted. | Supports (N/A) | There are no submissions which require legal or financial commitments. |
| **Mobile User Experience** | | |
| **WCAG 2.1**  **Checkpoint** | **Supporting Features** | **Remarks** |
| [1.3.4 Orientation](https://www.w3.org/TR/WCAG21/#orientation)  (AA) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. | Supports | Mendeley.com does not restrict its view to a single orientation. |
| [2.5.1 Pointer Gestures](https://www.w3.org/TR/WCAG21/#pointer-gestures) (A) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. | Supports (N/A) | Mendeley.com does not use any multipoint or path-based gestures. |
| [2.5.2 Pointer Cancellation (A)](https://www.w3.org/TR/WCAG21/#pointer-cancellation)  For functionality that can be operated using a single pointer, at least one of the following is true:   * No Down-Event * Abort or Undo * Up Reversal * Essential | Supports | All interactive content functions through the Up-Event, allowing users to potentially move their pointer off the component to cancel. |
| [2.5.4 Motion Actuation (A)](https://www.w3.org/TR/WCAG21/#motion-actuation)  Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:   * Supported Interface * Essential | Supports (N/A) | There is no content on Mendeley.com that utilizes device or user motion. |