VPAT Accessibility Conformance Report

(Based on ITI VPAT©)

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| **Name of Product** | **Language Services** |
| **Date Last Updated** | **June 12, 2025** |
| Completed by | Madison Russell (Digital Accessibility Team) |
| **Applicable Standards/Guidelines** | This document rates Language Services according to the W3C WCAG 2.1 A and AA requirements.  |
| **Contact for More Information** | Elsevier Digital Accessibility Teamaccessibility@elsevier.com |
| **Testing Tools and Methods** | **Hands-on keyboard operationFirebug/Code inspectionJAWS 17 on Chrome V 108 on Windows 10NVDA screen reader v2022.1Wave ExtensionaXe Extension for Chrome****Color Contrast AnalyzerW3C WAI Pages**Elsevier Accessibility Checklist: <http://romeo.elsevier.com/accessibility_checklist/> |
| **Document Sections** | The review document below includes all WCAG 2.1 A and AA checkpoints and is organized into 6 logical sections: * Visuals
* Keyboard
* Headings and Structure
* Labeling
* Multimedia
* Usability
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| **Pages Covered** | Upload Document, Billing Information, Review Order, Payment, Confirmation |
| **Terms** | * **Supports: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.**
* **Partially supports: Some functionality of the product does not meet the criteria.**
* **Does not support: Majority of functionality of the product does not meet the criteria.**
* **Supports (N/A): According to W3C on conformance, "If there is no content to which a success criterion applies, the success criterion is satisfied."**
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| **Notes/Terminology** | **“AT” stands for Assistive Technology such as screen readers, voice input, etc.** |

| **WCAG 2.1 Success Criterion**  | **Level** | **Evaluation** |
| --- | --- | --- |
| 1.1.1 Non-text Content | A | 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 | 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 |
| 1.4.3 Contrast (Minimum) | AA | Supports |
| 1.4.4 Resize text | AA | Supports |
| 1.4.5 Images of Text | AA | Supports |
| 1.4.10 Reflow (2.1) | AA | Partially supports |
| 1.4.11 Non-Text Contrast (2.1) | AA | Supports |
| 1.4.12 Text Spacing (2.1) | AA | Supports |
| 1.4.13 Content on Hover or Focus (2.1) | AA | Supports |
| 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 |
| 2.2.2 Pause, Stop, Hide | A | Supports |
| 2.3.1 Three Flashes or Below Threshold | A | Supports (N/A) |
| 2.4.1 Bypass Blocks | A | Supports |
| 2.4.2 Page Titled | A | Supports |
| 2.4.3 Focus Order | A | Supports |
| 2.4.4 Link Purpose (In Context) | A | 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 |
| 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 | Supports |
| 3.1.2 Language of Parts | AA | Supports |
| 3.2.1 On Focus | A | Partially 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 | 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 | Partially supports |

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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) | Supports | Language Services does not contain a lot of non-text content. |
| [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 | Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.**Exceptions:** |
| [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 | Content in Language Services does not use color only to convey meaning. |
| [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) | Supports | Text within Language Services has a color contrast of at least 4.5:1. |
| [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 |  |
| [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 | Supports | Language Services pages do not contain images of text.  |
| [1.4.10 Reflow](https://www.w3.org/TR/WCAG21/#reflow) (AA) (2.1)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. | Partially supports | Most content can be presented without loss of information when magnified. **Exceptions:**Global: Some content in the header and steps are obscured when zoomed to 400% |
| [1.4.11 Non-Text Contrast](https://www.w3.org/TR/WCAG21/#non-text-contrast) (AA)(2.1)User interact components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s). | Supports | Language Services provides good contrast between graphical objects and backgrounds. |
| [1.4.12 Text Spacing](https://www.w3.org/TR/WCAG21/#text-spacing) (AA)(2.1)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 | Text-based CSS settings within Language Services can be changed to certain minimum values without loss of content or functionality. |
| [1.4.13 Content on Hover or Focus](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (AA)(2.1)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
 | Supports | Language Services contains little content that appears on hover or focus. |
| [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) | Language Services does not contain flashing content. |
| **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 | Supports | The correct reading sequence can be programmatically determined on Language Services pages.  |
| [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 | Overall Language Services provides keyboard access to most of the interactive content.**Supporting Remarks:**Navigation is fully keyboard operable.**Exceptions:**Upload Document: trash button is not reachable via keyboard |
| [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 are no keyboard traps within Language Services. |
| [2.1.4 Character Key Shortcuts](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (A)(2.1)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) | Language Services does not have any keyboard shortcuts using single keys. |
| [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 | Supports | Language Services users can tab through the interface in a logical order, where elements receive focus from top to bottom, left to right. |
| [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 Language Services page elements have a visible focus indicator.**Exceptions:**Global: Logo image link is missing a visible focus indicator, sign in button is missing a visible focus indicator |
| [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. | Partially supports | Most UI components on Language Services do not trigger unexpected actions when receiving focus.**Exceptions:**Billing Information: form changes when focus moves to radio button |
| **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 | On Language Services pages, most information, structure, and relationships can be programmatically determined. **Exceptions:**Global: steps are visually in a list but not semantically, main navigation items are visually in a list but not semanticallyUpload Document: “About your document” text is visually a heading but not semantically |
| [2.4.1: Bypass Blocks](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (A)Users can bypass repeated blocks of content. | Supports | “Skip to main content” bypass blocks are present on all Language Services pages. |
| [2.4.6: Headings and Labels](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (AA) Headings and labels are clear and consistent. | Supports | Pages on Language Services have clear and consistent headings and labels |
| [3.1.1: Language of Page](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (A)The language of the page is specified | Supports | All pages on Language Services have the language of the page specified, using lang=”EN”. |
| [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) | Page content on Language Services is in the same language, English.  |
| [4.1.1: Parsing](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (A)Use valid, error-free HTML | Supports | Page elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and IDs are unique. |
| **Labeling** |
| **WCAG 2.1****Checkpoint** | **Supporting Features** | **Remarks** |
| 1.3.5 Identify Input Purpose (AA) (2.1)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 | Language Services provides some input fields pertaining to the end user, which contain 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 | All Language Services pages contain unique and descriptive titles.  |
| [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. | Supports | Links have descriptive and unique names. |
| [2.5.3 Label in Name](https://www.w3.org/TR/WCAG21/#label-in-name) (A)(2.1)For user interface components with labels that include text or images of text, the name contains the text that is presented visually. | Supports | UI components with labels that include text have an accessible name that includes that text. |
| [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 identified consistently and on every page.  |
| [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 | Language Services identifies input errors by including text which appears below the form inputs. |
| [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. | Supports | Form inputs provide an accessible name using the <label> tag or aria-label.  |
| [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 | Suggestions for valid input are clear and easy to understand. |
| [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 | The name, role, and value can be programmatically determined for most Language Services components. **Exceptions:**Global: Steps at top of page should use aria-current=”step” to semantically indicate to the user what step they are currently onUpload Document: trash button is missing accessible name |
| [4.1.3 Status Messages](https://www.w3.org/TR/WCAG21/#status-messages) (AA)(2.1)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. | Partially supports | Language Services uses some status messages to alert the user that a page is loading.**Exceptions:**Upload Document: discount code error is not read aloud to screen reader |
| **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 pre-recorded audio-only or video-only content on the site. |
| [1.2.2: Captions (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (A)Provide captions for pre-recorded audio | Supports (N/A) | There is no pre-recorded audio on the site. |
| [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) | There is no pre-recorded synchronized audio/video on the site. |
| [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) | There is no pre-recorded video on the site. |
| [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 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 content on Language Services that moves, blinks, scrolls, or auto-updates. |
| **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 | Language Services does not have a time limit. |
| [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 | Language Services contains more than one way to navigate to other web pages. |
| [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 | Language Services pages do not trigger unexpected changes in context when changing the setting of a checkbox, radio button, or other UI component. |
| [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 | Language Services’ navigation menus are in the same location and order on every page. |
| [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 | Financial commitments allow the user to review and correct information before the final submission. |
| **Mobile User Experience** |
| **WCAG 2.1****Checkpoint** | **Supporting Features** | **Remarks** |
| [1.3.4 Orientation](https://www.w3.org/TR/WCAG21/#orientation)(AA) (2.1)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 | Content on Language Services does not restrict to a single display orientation. |
| [2.5.1 Pointer Gestures](https://www.w3.org/TR/WCAG21/#pointer-gestures) (A) (2.1)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) | Language Services does not contain multipoint or path-based gestures. |
| 2.5.2 Pointer Cancellation (A) (2.1)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 content that can be operated using a single pointer has either a no down-event, an abort or undo, and/or an up reversal. |
| [2.5.4 Motion Actuation](https://www.w3.org/TR/WCAG21/#motion-actuation) (A)(2.1) 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) | Language Services does not contain motion actuation. |