Voluntary Product Accessibility Template® (VPAT®)

Revised Section 508 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 Revised Section 508 edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)

- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)

If you need a different combination of standards/guidelines then use the appropriate alternate edition of the VPAT found on the [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.

Paratext Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version:

Eight Centuries, v.6

(Formerly titled "19th Century Masterfile")

Report Date:

November 2020

Product Description:

Academic database of 97 indexes, catalogs, and other sources of historical primary and secondary information. Many records include links to full text through free and paid services, e.g., OpenURL, Adam Matthew, HathiTrust, and Library of Congress.

Contact Information:

support@paratext.com

Notes:

We welcome any suggestions or comments from customers regarding the accessibility of Eight Centuries. Conforming to accessibility standards is an ongoing effort and we appreciate feedback.

Evaluation Methods Used:

Manual keyboard checks

Manual visual checks

WAVE Web Accessibility Evaluation Tool provided by WebAIM

NVDA with Firefox

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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

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 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Images that are vital to the functioning of the product are given labels, aria-labels, alt-text, and/or fallback text (depending on which is appropriate). Visual material that serves a purely decorative function is coded in such a way as to be invisible to screen readers (e.g., background images). This product uses the Google reCAPTCHA v2 service to verify users, which provides the option of alternate audio challenges.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product contains no video or audio-only content. Exception: • We cannot guarantee that all third party full-text sources comply with accessibility criteria.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product contains no video or audio content. Exception: • We cannot guarantee that all third party full-text sources comply with accessibility criteria.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508	Supports	This product contains no video or audio content.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Verified manually.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	This product is coded to display information and relationships logically: • Text is marked up using proper HTML tags where appropriate (e.g., <strong>, <a>, <em>). • Aria labels are used where appropriate. • Labels/IDs are used for forms. In most cases, styling is relegated to CSS files. However, migration of inline styling to CSS files in certain areas of the site is ongoing. Verified manually and with WAVE.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All content is ordered meaningfully at a programmatic level. Text content appears in a logical order with or without CSS styling. Verified manually and with WAVE.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When using this product, the ability to understand content does not rely solely on sensory characteristics like shape, size, visual location, orientation, or sound. Verified manually.

Criteria	Conformance Level	Remarks and Explanations

1.4.1 Use of Color (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Color used to draw attention to certain areas of the product, but it is never the sole indicator of function or means of conveying information.
		
		CSS can be overridden by the user if necessary.
		
		Verified with WAVE and manual checks of site in greyscale mode.

1.4.2 Audio Control (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	This product contains no auto-playing audio.
		
		Verified manually.

2.1.1 Keyboard (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Partially Supports	All aspects of this product that are crucial to core functionality can be controlled with a keyboard-only setup.
		
		Some pedagogical and ancillary content requires mouse input, but fix is pending.
		
		Verified manually.

2.1.2 No Keyboard Trap (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Focus can be changed onscreen at any time using a keyboard-only setup.
		
		Verified manually.

2.2.1 Timing Adjustable (Level A) Also applies to:	Supports	This product does not incorporate timed content or require timed responses from users.

Criteria	Conformance Level	Remarks and Explanations

Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
		Verified manually.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	The majority of content (and the entirety of core content) presented by this product does not move, scroll, or blink.
		
		Exception: the product landing page incorporates a scrolling display of suggested searches. Caveats:
		
		    • Scrolling display presents ancillary content which is not crucial to the core functionality of the product.
		    • Display can currently be paused with a mouseover.
		    • Functionality to pause/start scrolling display through keyboard input is pending.
		
		This product incorporates no auto-updating information.
		
		Verified manually.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	This product does not contain flashing content.
		
		Verified manually.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Does Not Support	Links to skip repeated navigation segments are not included in the product at this time, but addition of this functionality is pending.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Pages related to the core functionality of the product (e.g., search results, saved searches) have discrete descriptive page titles. Some ancillary and support pages do not yet have descriptive titles. Fix is pending. Verified manually.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	This product is designed to preserve a logical focus order, maintaining element relationships and sequences of information. Verified manually.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	The majority of links employed by this product can be understood out of context, their purpose conveyed through text alone. Exceptions: - A limited number of empty links appear on the product "search results" page. - Removal and replacement with context-independent links is pending.

Criteria	Conformance Level	Remarks and Explanations
		• Certain image links on the "search results" page currently lack fallback text. o Addition of fallback text is pending. Verified manually.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The language of each page is specified in the HTML code. Verified manually and with WAVE.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Context is not changed by focus alone. Verified manually.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In all core functions of the product, changes to context are enacted by appropriate controls. Exception: • Scrolling information bar on landing page changes automatically. o However, information displayed in this example is ancillary and not related to core functioning of product. Verified manually.
3.3.1 Error Identification (Level A) Also applies to:	Supports	Error messages are displayed as text throughout product.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Verified manually.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Input fields are labeled appropriately and clearly. Title and aria attributes provided when appropriate. Sufficient explanation text is provided where necessary. Verified manually with NVDA and with WAVE.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product conforms to HTML web standards. Verified manually and with WAVE
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product conforms to HTML standards with regard to name and roles of UI components. Form fields and other form elements are identified with text labels, IDs, and/or aria code necessary to function with screen readers. Verified with WAVE.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product does not employ any live audio or visual content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product does not employ prerecorded audio or video. Exception: • We also cannot guarantee that all third party full-text sources that incorporate audio/video comply with accessibility criteria. Verified manually.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most text throughout the product conforms to a contrast ratio of 4.5:1 for small type and 3:1 for large type. Exceptions: • In certain cases, red text is used to emphasize numbers provided on the "search results" screen. This text did not pass WAVE evaluation, but a manual greyscale check showed no issues with contrast.

Criteria	Conformance Level	Remarks and Explanations
		• Red text is used to highlight certain words within individual records on results page. Same result as above. Verified manually and with WAVE.

1.4.4 Resize text (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Text can be resized to 200% without loss of functionality.
		
		Checked manually.

1.4.5 Images of Text (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	Wherever possible, HTML/CSS are used to represent visual presentation of the product.
		
		In the majority of cases, fallback text and background colors are provided where necessary.
		
		Exception:
		    • We cannot guarantee that all third party full-text sources comply with accessibility criteria. Some third party full-text sources are only provided in PDF or other image format, depending on the provider.
		    • Some links are represented solely as icon images (e.g., library icon on "search results" page).
		        o In these cases, fallback text is pending.
		
		Verified manually.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Navigation to main pages possible through a clearly marked top menu which is consistent throughout product. Verified manually.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Headings and labels are sufficiently descriptive and proper heading structure has been maintained throughout product. Verified manually and with WAVE.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In the majority of cases throughout the product, CSS styling has been applied to make focused elements obvious. Some in-text links and navigation links do not currently change stylistically, but the browser focus indicator is not suppressed and changes to these links are pending. Verified manually.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	This product contains a limited amount of non-English-language text in the form of historical source records. The site is not able to programmatically identify changes in language in these cases.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508	Supports	Primary navigation to main page from top menu bar is consistent throughout product.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		Verified manually.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Functions are identified consistently throughout the site. Verified manually.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Suggested words are provided to the user in the case of misspellings and other typos when entering search terms. This product does not support error suggestion for the "year" search fields at this time. Change is pending. Verified manually.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Not Applicable

Table 3: Success Criteria, Level AAA

Notes: As Eight Centuries is not being evaluated for AAA compliance, Table 3 has been omitted from this document.

Revised Section 508 Report

Notes:

Chapter 3: **Functional Performance Criteria** (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	This product includes code designed to work with screen readers and other assistive technologies. Exceptions: • We cannot guarantee that all third party full-text sources comply with Section 508 criteria. Verified manually, with WAVE, and with NVDA.
302.2 With Limited Vision	Partially Supports	This product includes code designed to work with screen readers and other assistive technologies. Exceptions: • We cannot guarantee that all third party full-text sources comply with Section 508 criteria.
302.3 Without Perception of Color	Partially Supports	Color used to draw attention to certain areas of the product, but it is never the

Criteria	Conformance Level	Remarks and Explanations
		sole indicator of function or means of conveying information. CSS can be overridden by the user if necessary. Verified with WAVE and manual checks in greyscale mode.
302.4 Without Hearing	Supports	Hearing is not necessary to use the core search capabilities of this product. Verified manually.
302.5 With Limited Hearing	Supports	Hearing is not necessary to use the core search capabilities of this product. Verified manually.
302.6 Without Speech	Supports	Speech is not necessary to use this product.
302.7 With Limited Manipulation	Supports	This product can be accessed via keyboard alone, and all clickable areas are sized and spaced to facilitate users with limited motor control. Verified manually.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	This product can be accessed via keyboard alone. Verified manually.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	This product is designed in such a way as facilitate its use by those with limited language, cognitive, and learning abilities: • Buttons and forms are consistent, large, and presented in a standardized format throughout the site. • Forms are all consistently labeled. • Audiovisual material does not automatically play. Verified manually.

Chapter 4: Hardware

Notes: This section has been omitted from this document as Eight Centuries has no hardware component.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.2.1 User Control of Accessibility Features	Supports	This product does not interfere with browser or OS-based accessibility features. Verified manually.
502.2.2 No Disruption of Accessibility Features	Supports	This product does not disrupt browser or OS-based accessibility features. Verified manually.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	All role, state, name, and other user interface properties are programmatically determinable. Verified manually and with WAVE.
502.3.2 Modification of Object Information	Supports	All role, state, name, and other interface properties that can be set by the user can be set programmatically by assistive technologies. Verified manually and with WAVE.
502.3.3 Row, Column, and Headers	Partially Supports	Data tables are used in one element of the search interface where they serve a purely layout-based role. While table content is programmatically-determinable in this case, movement away from this layout is pending.

Criteria	Conformance Level	Remarks and Explanations
		Data tables are used in a limited number of ancillary roles within the product (e.g., in support literature fulfilling pedagogical or instructional functions). While some of these tables include programmatically-determinable headers, a limited number do not. In those cases, fixes are pending. Verified manually.
502.3.4 Values	Supports	All values can be programmatically determined. Values in dropdown menus are hard-coded and can be read by screen readers. Verified manually.
502.3.5 Modification of Values	Supports	All values can be set programmatically through assistive technology. Verified manually.
502.3.6 Label Relationships	Supports	Form elements are identified appropriately in HTML (e.g., labels, IDs, aria markup) to make them accessible to assistive technology. Verified with WAVE.

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Supports	All hierarchical (parent/child) relationships within the product are programmatically determinable. Verified manually.
502.3.8 Text	Supports	Text objects, test attributes, and boundaries of text onscreen are all coded in standard HTML and styled using CSS, and are thus programmatically determinable. Verified manually.
502.3.9 Modification of Text	Supports	All text that can be modified by the user can be modified programmatically through assistive technology. The product is primarily compose of static text. Verified manually.
502.3.10 List of Actions	Supports	Where necessary, this product provides hard-coded lists of actions to the user. These actions are programmatically determinable by assistive technology. The product does not provide auto-complete options within forms. Verified manually.

Criteria	Conformance Level	Remarks and Explanations
502.3.11 Actions on Objects	Supports	This product is coded to allow assistive technologies to execute actions programmatically on objects. Code is in standard HTML. Verified manually.
502.3.12 Focus Cursor	Supports	Focus can be determined by assistive technology at all times. Focus is indicated by a grey border. Verified manually.
502.3.13 Modification of Focus Cursor	Supports	Where applicable, this product does not prevent users from changing focus location, text insertion point, and/or change selection attributes of objects. Verified manually.
502.3.14 Event Notification	Partially Supports	In most cases, assistive technologies are notified programmatically of events relevant to user interactions. For example, most search filters notify the user on-page that the results have been narrowed. Exceptions:

Criteria	Conformance Level	Remarks and Explanations
		• Some filters do not currently generate a user message. Change in these cases is pending. • We cannot guarantee that all third party full-text sources comply with accessibility criteria. Verified manually.
502.4 Platform Accessibility Features	Partially Supports	This product does not impede the following accessibility features: • Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes. • Section 9.3.4 Provide adjustment of delay before key acceptance. • Section 9.3.5 Provide adjustment of same-key double-strike acceptance. • Section 10.6.7 Allow users to choose visual alternative for audio output. • Section 10.7.1 Display any captions provided. Exceptions: • This product does not typically provide audio equivalents for visual events (section 10.6.8).

Criteria	Conformance Level	Remarks and Explanations
		• This product does not provide speech output services, though it does not impede third party accessibility software from doing so (section 10.6.9). • We cannot guarantee that all third party full-text sources comply with accessibility criteria. Verified manually.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The CSS files that control the default styling of this product can be overridden by the user's own style sheets. Verified manually.
503.3 Alternative User Interfaces	Not Applicable	This product incorporates no alternative assistive user interfaces. Verified manually.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	This product does not employ audio/visual content. Exception:

Criteria	Conformance Level	Remarks and Explanations
		• We cannot guarantee that all third party full-text sources comply with accessibility criteria. Verified manually.
503.4.2 Audio Description Controls	Supports	This product does not employ audio content. Exception: • We cannot guarantee that all third party full-text sources comply with accessibility criteria. Verified manually.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Not Applicable
504.2.2 PDF Export	Not Applicable	Not Applicable
504.3 Prompts	Not Applicable	Not Applicable
504.4 Templates	Not Applicable	Not Applicable

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Does Not Support	This product includes a general help section which is available through the "search results" page. This help section does not currently include information pertaining specifically to accessibility. Addition of accessibility information to the current help text, as well as the creation of a dedicated Paratext Accessibility Compliance page, are pending.
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Support documentation is provided to users online. This information can also be printed. Users can also contact customer support through the online support form, office phone number, or the support email account to request help.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does Not Support	This product does not currently include information pertaining specifically to accessibility options on the help page. Addition of accessibility information to the current help text, as well as the creation of a dedicated Paratext Accessibility Compliance page, are pending.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	Users can contact customer support through the online support form, office phone number, or the support email account to request help.

Legal Disclaimer (Company)

This Accessibility Conformance Report represents the specific release of the product described as of the date of this document.