Infobase Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Infobase Learning Cloud

Report Date: June 2023, revised May 2025

Product Description: The *Infobase Learning Cloud* is an online teaching and learning platform. Hundreds of instructional learning resources and on-demand video courses provide professional development and training solutions to K-12 schools and districts, colleges and universities, and public libraries.

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Notes: This VPAT 2.4 (International Edition) report supersedes all previously published VPAT versions published for the *Infobase Learning Cloud*.

Evaluation Methods Used: The main testing tools and methods used were WAVE (Web Accessibility Evaluation Tool) from WebAIM, ARC Toolkit, axe DevTools, the IBM Equal Access Accessibility Checker, JAWS (Job Access With Speech) screen reader from Freedom Scientific, NVDA screen reader, Colour Contrast Analyser (CCA), an Apple iPad

for mobile, and manual keyboard testing. The browsers used were the latest Chrome and Firefox versions.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standards/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)
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(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 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes: The *Infobase Learning Cloud's* initial landing pages, section course pages, and various search results pages were tested.

Criteria	Conformance Level	Remarks and Explanations

1.1.1 Non-text Content (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.1.1.1 (Web)
    ● 10.1.1.1 (Non-web document)
    ● 11.1.1.1.1 (Open Functionality Software)
    ● 11.1.1.1.2 (Closed Functionality Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	Images and non-text content have appropriate alternative text, labels, descriptions, or figure captions assigned to them.
		
		Test method: Manual visual evaluation and testing tools.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.1.2.1 (Web)
    ● 10.1.2.1 (Non-web document)
    ● 11.1.2.1.1 (Open Functionality Software)
    ● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	The Infobase Learning Cloud website has no prerecorded audio-only or prerecorded video-only media.
		
		Please note WCAG Understanding Conformance states the following:
		
		    ● If there is no content to which a success criterion applies, the success criterion is satisfied.

1.2.2 Captions (Prerecorded) (Level A) Also applies to:	Supports	Synchronized closed captioning and interactive transcripts are available for videos.

EN 301 549 Criteria ● 9.1.2.2 (Web) ● 10.1.2.2 (Non-web document) ● 11.1.2.2 (Open Functionality Software) ● 11.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		Test method: Manual visual evaluation and testing tools.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 9.1.2.3 (Web) ● 10.1.2.3 (Non-web document) ● 11.1.2.3.1 (Open Functionality Software) ● 11.1.2.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	The *Infobase Learning Cloud* provides synchronized closed captioning and interactive text transcripts for videos. Unfortunately, audio descriptions are not available for videos at this time. Test method: Manual visual evaluation and testing tools.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software)	Partially Supports	The *Infobase Learning Cloud* uses semantically correct HTML. When standard HTML is insufficient, ARIA labels provide programmatic information on specific page elements. Some current exceptions are:

11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		- Not all pages have a designated heading <h1>. - Some, but not all, form controls may be missing associated labels, e.g., the Start and End Date fields in the Reports search form. - ARIA role attributes may be missing required children elements, making accessibility functions not work as intended, e.g., in the language dropdown menu on video player pages. Test method: Manual visual evaluation and testing tools.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The reading and navigation order of the content is logical and intuitive. Test method: Manual visual evaluation and testing tools.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs)	Supports	Instructions for understanding and operating content do not rely on sensory characteristics. Typically, text instructions and labels are provided. Test method: Manual visual evaluation and testing tools.

● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The *Infobase Learning Cloud* website does not utilize color as the sole method of conveying information, a selection, or an error. Test method: Manual visual evaluation and testing tools.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Videos with audio do not play automatically. Additionally, a user has complete media player control over the default settings and can adjust a video's start, stop, closed captioning, video stream quality, full-screen options, and volume, all via the keyboard. Testing method: Manual visual checks

| 2.1.1 Keyboard (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.2.1.1 (Web)
    ● 10.2.1.1 (Non-web document)
    ● 11.2.1.1.1 (Open Functionality Software)
    ● 11.2.1.1.2 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs) | Partially Supports | The keyboard supports fundamental functions, including navigation, search, and video playback.

Some current exceptions are:

● When scrolling the homepage, the e-course carousels have a mouse hover overlay providing descriptive information about the e-course. However, the focus does not reveal this overlay when using the keyboard tab.
● Input arrow buttons do not work with the keyboard on the homepage e-course carousels. Users can still navigate the carousels with the keyboard tab key, but some ambiguity may remain.
● Quizzes on the *ProveIt* Assessment area of the site have varying degrees of keyboard support. Usually found with e-courses published before 2022, one quiz type displays in a popup alert window. These types of quizzes have minimal keyboard functionality. The second type of quiz, generally for e-courses published after 2022, work with the keyboard though not very efficiently. In manual testing, quiz questions could be navigated, and answers submitted using the keyboard, but navigating both types of quizzes with the keyboard overall is complex and unclear.
● There are keyboard browser compatibility issues on search and category results pages. For |

		instance, the keyboard focus on a category result page gets stuck in the Firefox browser and does not advance past the first learning module displayed in the content list. However, the keyboard focus does not get stuck on the same page in the Chrome browser. Test method: Manual visual evaluation and testing tools.

2.1.2 No Keyboard Trap (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.2.1.2 (Web)
   ● 10.2.1.2 (Non-web document)
   ● 11.2.1.2 (Open Functionality Software)
   ● 11.2.1.2 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Partially Supports	As mentioned, the e-course *ProveIt* Assessments have two types of quizzes. In older e-course modules (e-course published before 2022), the *ProveIt* assessment quiz displays in a popup alert window. This quiz type has no close button, and there are only two keyboard tab focus elements with minimal arrow key navigation support. As a result, when using the keyboard for these quizzes, there is no way to escape the popup window without using the mouse. On the other hand, there are no keyboard traps in the newer quiz types.
		
		Test method: Manual visual evaluation and testing tools.

2.1.4 Character Key Shortcuts (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
   ● 9.2.1.4 (Web)
   ● 10.2.1.4 (Non-web document)
   ● 11.2.1.4.1 (Open Functionality Software)
   ● 11.2.1.4.2 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
	Not Applicable	The *Infobase Learning Cloud* website does not use or have character key shortcuts.

● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The *Infobase Learning Cloud* website does not set time limits for its content, including quizzes or *ProveIt* Assessments. Test method: Manual visual evaluation.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The *Infobase Learning Cloud* website has no moving, blinking, scrolling, or auto-updating content. Test method: Manual visual evaluation and testing tools.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria	Supports	The *Infobase Learning Cloud* website does not contain anything that flashes more than permitted.

9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Test method: Manual visual evaluation and testing tools.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 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	A "Skip to Main Content" bypass link is available on all pages. Test method: Manual visual evaluation and testing tools.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Supports	All pages have unique page titles. Test method: Manual visual evaluation and testing tools.

Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.3 (Web) ● 10.2.4.3 (Non-web document) ● 11.2.4.3 (Open Functionality Software) ● 11.2.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Content that receives focus usually is logical and in an order that preserves meaning. However, in some web pages, the keyboard focus is not moved intuitively in response to dynamic content changes, such as how the focus behaves in the *LearnIt* region on a module page. For instance, if a user selects a video segment, the video player will dynamically appear on the page. However, the focus remains in the *LearnIt* region, forcing users to tab through the remaining video segments before reaching the player. Test method: Manual visual evaluation and testing tools.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Most links in the *Infobase Learning Cloud* website correctly indicate their purpose programmatically and in context to screen readers. However, some links currently do not programmatically reveal their particular actions, such as announcing the opening or instructions of a menu list or dialog box. Test method: Manual visual evaluation and testing tools.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to:	Partially Supports	The *Infobase Learning Cloud* has no known multipoint or path-based gesture interaction elements. However, the

EN 301 549 Criteria ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		homepage e-course carousels have single-point input arrows that advance the e-course carousel content tiles forward or backward upon a mouse button click. (As stated in 2.1.1 Keyboard, these input arrows don't work well with the keyboard). Additionally, the homepage e-course carousels on mobile devices can be moved forward and backward with a horizontal finger swipe or tap of the left-right arrow buttons for single-point activation to navigate the e-course carousel content. Test method: Manual visual evaluation and testing tools.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The *Infobase Learning Cloud* does not override the default behavior of controls. Therefore, all mouse functionality, for instance, can be canceled using the browser or operating system. Test method: Manual visual evaluation and testing tools.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Interface components such as links or buttons mostly have the same accessible name as the visible text. Current exceptions may include empty and missing labels in form controls, links, and buttons. Test method: Manual visual evaluation and testing tools.

2.5.4 Motion Actuation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    ● 9.2.5.4 (Web)
    ● 10.2.5.4 (Non-web document)
    ● 11.2.5.4 (Open Functionality Software)
    ● 11.2.5.4 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Not Applicable	The *Infobase Learning Cloud* does not have any functionality that can be operated by device motion or user motion.
		
		Test method: Manual visual evaluation and testing tools.

3.1.1 Language of Page (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.3.1.1 (Web)
    ● 10.3.1.1 (Non-web document)
    ● 11.3.1.1.1 (Open Functionality Software)
    ● 11.3.1.1.2 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	The default language of each page in the *Infobase Learning Cloud* website can be programmatically determined.
		
		Test method: Manual visual evaluation and testing tools.

3.2.1 On Focus (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.3.2.1 (Web)
    ● 10.3.2.1 (Non-web document)
    ● 11.3.2.1 (Open Functionality Software)
    ● 11.3.2.1 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
	Supports	Components of the *Infobase Learning Cloud* website do not initiate a change of context when receiving focus.
		
		Test method: Manual visual evaluation and testing tools.

Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) ● 11.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Adjusting the settings of user interface components never causes a change of context. Test method: Manual visual evaluation and testing tools.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) ● 11.3.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	When input errors are detected, the item causing the error is identified, and the error is described in the text. Test method: Manual visual evaluation and testing tools.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria	Partially Supports	Instructions and labels are provided when user inputs are required.

9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Some current exceptions are: Some buttons do not have an accessible name, so their purpose is unclear to assistive technology. Test method: Manual visual evaluation and testing tools.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	The goal of the *Infobase Learning Cloud* is to use semantic HTML, which facilitates accessibility. However, the validator: https://validator.w3.org/ did find significant parsing errors. Many of these errors don't seem to affect the accessibility of the website, but as the website evolves, they will be closely investigated and addressed. Test method: Manual visual evaluation and testing tools.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Not required 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Partially Supports	The *Infobase Learning Cloud* uses semantic HTML, which facilitates accessibility. ARIA is used to enhance accessibility when HTML is not sufficient. Some current exceptions are: Some non-text content, i.e., directional arrows used as navigational controls of the e-course

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		module carousels, do not have a programmatic name describing their purpose. • ARIA label elements throughout the website may fall short of benefiting assistive technology. For example, while most areas on the website are operable with screen readers, some incomplete ARIA labels may make the intended accessibility feature unclear. Test method: Manual visual evaluation and testing tools.

Table 2: Success Criteria, Level AA

Notes: The *Infobase Learning Cloud's* initial landing pages, section course pages, and various search results pages were tested.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Live content is not offered in the *Infobase Learning Cloud*. Therefore, since there is no content to which this criterion applies, this criterion is satisfied.

1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Synchronized closed captioning and interactive transcripts are available for videos. Test method: Manual visual evaluation and testing tools.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The *Infobase Learning Cloud* orientation on mobile devices is not restricted to only portrait or landscape. Test method: Manual visual evaluation and testing tools.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs)	Supports	The *Infobase Learning Cloud* website collects a minimal amount of user data. Collected data uses a form where input fields are purposely identified, as explained in Input Purposes for User Interface Components. In other words, input fields are programmatically determined, and the autocomplete values are enabled. Test method: Manual visual evaluation and testing tools.

Revised Section 508 – Does not apply		

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.1.4.3 (Web)
   ● 10.1.4.3 (Non-web document)
   ● 11.1.4.3 (Open Functionality Software)
   ● 11.1.4.3 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Partially Supports	Insufficient contrast between the text and background color occurs throughout the *Infobase Learning Cloud* website. However, most of these contrast errors are supplemented by visible text and navigation controls that inform the user of the content's meaning or purpose.
		
		Test method: Manual visual evaluation and testing tools.

1.4.4 Resize text (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.1.4.4 (Web)
   ● 10.1.4.4 (Non-web document)
   ● 11.1.4.4.1 (Open Functionality Software)
   ● 11.1.4.4.2 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Supports	Text can be resized up to 200% without loss of content or functionality.
		
		Test method: Manual visual evaluation and testing tools.

1.4.5 Images of Text (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.1.4.5 (Web)
   ● 10.1.4.5 (Non-web document)
   ● 11.1.4.5.1 (Open Functionality Software)
	Supports	No images of text alone are used. For images with text as part of the image, such as logotype or content branding in banners, an appropriate alt attribute or adjacent text is generally used. Most images on the *Infobase Learning Cloud* are decorative in nature and ignored by assistive technology.

● 11.1.4.5.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		Test method: Manual visual evaluation and testing tools.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	The *Infobase Learning Cloud* website has not yet adopted a fully responsive web design approach. Therefore, some content loses or obscures information when text is resized at 400%. Test method: Manual visual evaluation and testing tools.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	The *Infobase Learning Cloud* strives to use a contrast ratio of at least 3:1 to differentiate graphical objects and interface components. Some current exceptions are: ● Some non-text focusable user interface components are missing a visible focus indicator, such as between the tab regions *LearnIt* and *ProveIt* on e-courses. ● In the newer version of quizzes, when using the keyboard, the focus indicator ring has a low contrast ratio between the focus indicator and the adjacent color that make up the background color of the multiple-choice answers.

		Test method: Manual visual evaluation and testing tools.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Some minor word clipping occurs when the user adapts text spacing from its default in search results pages. The platform, however, should support most space widgets, plugins, or third-party browser tools. Test method: Manual visual evaluation and testing tools.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	As mentioned, additional content appears and disappears with a mouse hover while scrolling through the e-course carousels on the homepage. This additional content is hoverable and persistent but not dismissable without moving the mouse. Test method: Manual visual evaluation.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Supports	There are multiple ways to navigate the *Infobase Learning Cloud* to find a web page. Methods include browsing, searching, collections within topics, and categories. Test method: Manual visual evaluation.

● 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		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Most heading structures and form labels are informative and compliant with accessibility standards. As mentioned, many elements are labeled using ARIA. Test method: Manual visual evaluation and testing tools.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	The focus indicator is usually visible throughout the site while using the keyboard to navigate. However, some exceptions exist when the focus indicator is not visible, usually between focusable elements within different page regions. Efforts will be made to fix these missing focus indicators in future updates. Test method: Manual visual evaluation and testing tools.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.1.2 (Web)	Supports	The language of all pages is identified using the HTML language attribute (e.g., <html lang= "en"…>).

● 10.3.1.2 (Non-web document) ● 11.3.1.2 (Open Functionality Software) – Does not apply ● 11.3.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		Test method: Manual visual evaluation and testing tools.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 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	The navigational mechanisms, such as the hamburger menu and search bar, are repeated in the same relative order across the site. Test method: Manual visual evaluation and testing tools.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply ● 11.3.2.4 (Open Functionality Software) – Does not apply ● 11.3.2.4 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508	Supports	Components with the same functionality are identified in the same way. Test method: Manual visual evaluation and testing tools.

• 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		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When input errors are detected, suggested corrections are provided. Test method: Manual visual evaluation and testing tools.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The *Infobase Learning Cloud* does not conduct legal commitments or financial transactions. Therefore, since there is no content to which this criterion applies, this criterion is satisfied.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web)	Supports	Components with the same functionality are always identified the same way within the platform.

10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		Test method: Manual visual evaluation and testing tools.

Table 3: Success Criteria, Level AAA

Notes: The *Infobase Learning Cloud* website is not being evaluated for Level AAA conformance.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The *Infobase Learning Cloud* website can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. However, missing form controls, accessible name attributes, and other gaps in accessibility features could cause some identification challenges with AT.
302.2 With Limited Vision	Partially Supports	The *Infobase Learning Cloud* website is evolving, and while the markup often supports assistive technology, some areas of the website do not. For instance, the current layout is not 100% responsive, so magnification in some areas may cause clipping of text or other content from being fully accessible.
302.3 Without Perception of Color	Partially Supports	Color is not used as the only means of conveying information. Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues. However, insufficient

		contrast between the text and background color does occur.
302.4 Without Hearing	Supports	The video player supports closed captioning and interactive transcripts. Additionally, instructions for understanding and operating content do not rely on sensory characteristics. The default language of each page in the *Infobase Learning Cloud* website can be programmatically determined. Foreign language captions are available and can be read by screen readers.
302.5 With Limited Hearing	Supports	The video player supports closed captioning and interactive transcripts. Additionally, instructions for understanding and operating content do not rely on sensory characteristics. The default language of each page in the *Infobase Learning Cloud* website can be programmatically determined. Foreign language captions are available and can be read by screen readers.
302.6 Without Speech	Not Applicable	The *Infobase Learning Cloud* website has no spoken mode of operation, e.g., speech input.
302.7 With Limited Manipulation	Partially Supports	The *Infobase Learning Cloud* website supports standard input mechanisms such as keyboard navigation. Some link redundancies occur when navigating with the keyboard. Additionally, there are no bypass blocks, unique page titles, and unclear link purposes do exist. However, usage of the product does not require fine motor controls or simultaneous actions.
302.8 With Limited Reach and Strength	Partially Supports	The *Infobase Learning Cloud* website supports standard input mechanisms such as keyboard navigation. Some link redundancies occur when navigating with the keyboard. There are no bypass blocks, unique page titles, or unclear link purposes. However, usage of the product does not require fine motor controls or simultaneous actions.

302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The *Infobase Learning Cloud* website's video player allows for speed adjustments and has no timed response limits to play videos. While numerous accessibility gaps exist, the holes do not prohibit successful navigation of the website with assistive technology. Additionally, adjacent text and other supporting content will allow most website functionality to be understood and easily accessed.

Chapter 4: Hardware

Notes: The *Infobase Learning Cloud* is a website and is not subject to the requirement of this section.

Chapter 5: Software

Notes: The *Infobase Learning Cloud* is a web-only platform and is not subject to non-web software criteria since they have been addressed (in the above) WCAG 2.1 and Revised Section 508 conformance tables.

Chapter 6: Support Documentation and Services

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
602.2 Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features, compliance and accessibility statements, and the current VPAT are all available in the *Infobase Learning Cloud* help center.
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All support documentation is available electronically or can be printed. If alternate formats of documentation are required, they can be made available upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required

603.2 Information on Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features is available in the *Infobase Learning Cloud* help center. Support is also provided over e-mail, telephone, and live chat.
603.3 Accommodation of Communication Needs	Supports	The *Infobase Learning Cloud* support team can be contacted for assistance via e-mail, phone, or live chat. In addition, other methods can be made available upon request.

EN 301 549 Report

Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 usage without vision	Partially Supports	The *Infobase Learning Cloud* website content can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. However, missing form controls, accessible name attributes, and other gaps in accessibility features could cause some identification challenges with AT.
4.2.2 usage with limited vision	Partially Supports	The *Infobase Learning Cloud* website is evolving, and while the markup often supports assistive technology, some areas of the website do not. For instance, the current layout is not 100% responsive, so magnification in some areas may cause clipping of text or other content from being fully accessible.
4.2.3 usage without perception of colour	Partially Supports	Color is not used as the only means of conveying information. Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues. However, insufficient contrast between the text and background color does occur.
4.2.4 usage without hearing	Supports	The video player supports closed captioning and interactive transcripts. Additionally, instructions for understanding and operating content do not rely on sensory characteristics. The default language of each page in the *Infobase Learning Cloud* website can be programmatically determined. Foreign language captions are available and can be read by screen readers.
4.2.5 usage with limited hearing	Supports	The video player supports closed captioning and interactive transcripts. Additionally, instructions for understanding and operating content do not rely on

		sensory characteristics. The default language of each page in the *Infobase Learning Cloud* website can be programmatically determined. Foreign language captions are available and can be read by screen readers.
4.2.6 usage with no or limited vocal capability	Not Applicable	The *Infobase Learning Cloud* website has no spoken mode of operation, e.g., speech input.
4.2.7 usage with limited manipulation or strength	Partially Supports	The *Infobase Learning Cloud* website supports standard input mechanisms such as keyboard navigation. Some link redundancies occur when navigating with the keyboard. Additionally, there are no bypass blocks, unique page titles, and unclear link purposes do exist. However, usage of the product does not require fine motor controls or simultaneous actions.
4.2.8 usage with limited reach	Partially Supports	The *Infobase Learning Cloud* website supports standard input mechanisms such as keyboard navigation. Some link redundancies occur when navigating with the keyboard. Additionally, there are no bypass blocks, unique page titles, and unclear link purposes do exist. However, usage of the product does not require fine motor controls or simultaneous actions.
4.2.9 Minimize photosensitive seizure triggers	Supports	The pages of this product do not contain anything that flashes.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	The *Infobase Learning Cloud* website's video player allows for speed adjustments and has no timed response limits to play videos. While numerous accessibility gaps exist, the holes do not prohibit successful navigation of the website with assistive technology. Additionally, adjacent text and other supporting content will allow most website functionality to be understood and easily accessed.
4.2.11 Privacy	Supports	The *Infobase Learning Cloud* website does not stop users from using privacy tools when accessing and interacting with the website's content.

Chapter 5: Generic Requirements

Notes: The *Infobase Learning Cloud* website supports standard input mechanisms and assistive technology devices and software. Therefore, the *Infobase Learning Cloud* website is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

Chapter 6: ICT with Two-Way Voice Communication

Notes: The *Infobase Learning Cloud* website does not offer two-way voice communication in any way. Therefore, the *Infobase Learning Cloud* website is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

Chapter 7: ICT with Video Capabilities

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Supports	The *Infobase Learning Cloud* video player supports closed captioning and interactive transcripts for videos. A user can choose whether or not to display captions or hide transcripts.
7.1.2 Captioning synchronization	Supports	The *Infobase Learning Cloud* video player supports closed captioning and interactive transcripts for videos. Captions and interactive transcripts are synchronized with the audio from videos.
7.1.3 Preservation of captioning	Supports	For video closed captioning, the default caption display's appearance is not overridden or changed in any way.
7.1.4 Captions characteristics	Supports	The following customizations to video closed captioning are allowed within the video player's settings: window color, text color, font family, font size, text edge style, and background color.
7.1.5 Spoken subtitles	Partially Supports	The *Infobase Learning Cloud* displays video with synchronized audio. In addition, interactive transcripts

		are shown below the video. All videos are in English, but a translation of synchronized closed captions and subtitles into a variety of foreign-language text is possible. Since these captions and subtitles are programmatic, they can also be read by a screen reader. The only exception to this criterion is no separate audio track with spoken subtitles.
7.2.1 Audio description playback	Does Not Support	Audio descriptions are not available with the *Infobase Learning Cloud* videos.
7.2.2 Audio description synchronization	Does Not Support	Audio descriptions are not available with the *Infobase Learning Cloud* videos.
7.2.3 Preservation of audio description	Does Not Support	Audio descriptions are not available with the *Infobase Learning Cloud* videos.
7.3 User controls for captions and audio description	Partially Supports	Audio descriptions are not available with the *Infobase Learning Cloud* videos. However, closed captioning is available, and the mechanism for selecting them is at the same level as the other playback controls within the video player.

Chapter 8: Hardware

Notes: The *Infobase Learning Cloud* is a website and is not subject to the requirement of this section.

Chapter 9: Web *(see WCAG 2.1 section)*

Chapter 10: Non-Web Software

Notes: The *Infobase Learning Cloud* website does not include non-web documents. Therefore, the *Infobase Learning Cloud* website is not subject to the requirements of this section.

Chapter [11: Software](#)

Notes: The *Infobase Learning Cloud* website is a web-only platform and is not subject to non-web software criteria since they have been addressed (in the above) WCAG 2.1 and Revised Section 508 conformance tables.

Chapter [12: Documentation and Support Services](#)

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Documentation of accessibility and compatibility features, compliance and accessibility statements, and the current VPAT are all available in the *Infobase Learning Cloud* help center.
12.1.2 Accessible documentation	See [WCAG 2.1](#) section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Documentation of accessibility and compatibility features is available in the *Infobase Learning Cloud* help center. Support is also provided over e-mail, telephone, and live chat.
12.2.3 Effective communication	Supports	The *Infobase Learning Cloud* support team can be contacted for assistance via e-mail, phone, or live chat. In addition, other methods can be made available upon request.
12.2.4 Accessible documentation	See [WCAG 2.1](#) section	See information in WCAG 2.x section

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: The *Infobase Learning Cloud* website does not provide any relay services. There is also no access to Emergency Services from within the *Infobase Learning Cloud.*

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