Project MUSE Accessibility Conformance Report

VPAT[R] **Version 2.0 – November 2017**

Name of Product/Version: Project MUSE

Product Description: Non-profit online database of academic journals and electronic books

Date: 11/25/17

Contact information: Project MUSE Customer Support / (410)-516-6989 / muse@press.jhu.edu

Notes:

Evaluation Methods Used: Evaluation is based on general product knowledge and testing of website.

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Section 508 as published in 2017, at http://www.Section508.gov	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	(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.
- **Supports with Exceptions**: 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:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 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: EN 301 549 Criteria • 9.2.1 (Web)	Web: Supports Electronic Docs: Supports Software: Supports Closed: Not Applicable	MUSE provides text alternatives to all produced and hosted content. Note: Text alternative content not created by MUSE

Criteria	Conformance Level	Remarks and Explanations
10.2.1 (non-web document) 11.2.1.1 (Software) 11.2.2.1 (Closed Functionality Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Authoring Tool: Not Applicable	may vary in quality based on what is submitted by the respective publisher.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.2.2 (Web) 10.2.2 (non-web document) 11.2.1.2 (Software) 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports with Exceptions Software: Supports with Exceptions Closed: Not Applicable Authoring Tool: Not Applicable	MUSE generated content is available in multiple media formats. Publisher-submitted content may not have sufficient content alternatives in place.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.2.3 (Web) 10.2.3 (non-web document) 11.2.1.3 (Software) 11.2.2.3 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports with Exceptions Software: Supports with Exceptions Authoring Tool: Not Applicable	MUSE generated content is available in multiple media formats. Publisher-submitted content may not have sufficient content.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports with Exceptions Software: Supports with Exceptions Authoring Tool: Not Applicable	MUSE generated content is available in multiple media formats. Publisher-submitted content may not have sufficient content alternatives in place.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	MUSE is coded to be intelligible to screen readers using semantic markup and relevant id/label attributes. PDF content can vary in accessibility based on the quality of the data provided by publishers, which is not under MUSE's control.
1.3.2 Meaningful Sequence (Level A) Also applies to:	Web: Supports with Exceptions	MUSE is coded to be sequentially consistent, though generally it is not necessary to interpret our content.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Supports with Exceptions Software: Supports with Exceptions Authoring Tool: Not Applicable	PDF content can vary in accessibility based on the quality of the data provided by publishers, which is not under MUSE's control.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Multiple means of interpreting UI elements and control objects are available in each relevant instance.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	MUSE uses multiple visual means of distinguishing objects. As an example, hovering over links can change any combination of cursor form, background color, text color, or text decoration.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	MUSE does not use auto-play features on any audio or video content.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	MUSE is fully keyboard accessible and does not use any timing-based interactions.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Focus can be entered and exited from any location on Project MUSE without becoming locked in a single position.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	MUSE does not place time limits on its content or interface in this way.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	MUSE does not use moving, blinking, scrolling, or auto-updating information.

Criteria	Conformance Level	Remarks and Explanations
11.2.2.18 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria 9.2.19 (Web) 10.2.19 (non-web document) 11.2.1.19 (Software) 11.2.2.19 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	MUSE does not use any flashing content.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 9.2.20 (Web) 10.2.20 (non-web document) – Does not apply 11.2.1.20 (Software) – Does not apply 11.2.2.20 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) – Does not apply to non-web software	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	A 'Skip to Content' link is available on every page on MUSE that directs users past repetitive navigation.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	MUSE page titles are descriptive of the content contained within, regardless of the page's context.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Navigation by focus on MUSE flows in a logical order site-wide.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.23 (Web)	Web: Supports with Exceptions Electronic Docs: Supports with Exceptions	MUSE-generated links can have their targets and meaning determined either from the link's text or its attributes/context.

Criteria	Conformance Level	Remarks and Explanations
10.2.23 (non-web document) 11.2.1.23 (Software) 11.2.2.23 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports with Exceptions Authoring Tool: Not Applicable	Publisher supplied links may not always follow this rule.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria 9.2.27 (Web) 10.2.27 (non-web document) 11.2.1.27 (Software) 11.2.2.27 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	MUSE pages are coded with English as a default language.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 9.2.29 (Web) 10.2.29 (non-web document) 11.2.1.29 (Software) 11.2.2.29 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	MUSE does not initiate context changes on component focus.

Criteria	Conformance Level	Remarks and Explanations
2017 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 • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	MUSE does not initiate context changes on component focus.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	Input errors are highlighted by color, text, attribute or combinations of all 3.
3.3.2 Labels or Instructions (Level A) Also applies to:	Web: Supports Electronic Docs: Supports	Input fields are paired with labels or related text explaining the input requirements.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports Authoring Tool: Not Applicable	
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	MUSE is coded to XHTML 4.01 standards and all submitted XML conforms to the NLM 2.3 Journal Archiving and Interchange Tag Set. Adhering to those standards fulfills the criteria.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	MUSE UI components are labeled and named appropriately. Logical components on each page are given role attributes to give assistive technology a better navigational foothold. State changes and values can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports with Exceptions Software: Supports with Exceptions Authoring Tool: Not Applicable	MUSE generated content is available in multiple media formats. Publisher-submitted content may not have sufficient content alternatives in place.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool)	Web: Supports with Exceptions Electronic Docs: Supports with Exceptions Software: Supports with Exceptions Authoring Tool: Not Applicable	MUSE generated content is available in multiple media formats. Publisher-submitted content may not have sufficient content alternatives in place.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	MUSE content is represented generally with black text on a white background, or occasionally dark blue over an off-white background. This contrast is consistent with a 4.5:1 requirement.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	MUSE does not lose functionality from resizing text.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	MUSE generally does not use images of text. In situations where the text is in a non-UTF compatible format (for instance: a special symbol or logo, or a character from a non-UTF language,) that text can be derived from the PDF.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 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	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	MUSE employs at least two ways to access specific webpages. Informational pages have their navigations places at the header and footer, and content pages can be reached through multiple iterations of search and browse interfaces.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	MUSE uses descriptive headings and labels to provide topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.25 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Focus is either represented through manual CSS text decoration or with browser-defined focus settings. This focus is visible against MUSE pages.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	When parts of a document on MUSE are not in the default page language, those parts are specified by their appropriate language code.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.2.31 (Web) • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 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	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	MUSE is generated with consistent templates, so navigational items are identical throughout the site.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.2.32 (Web) • 10.2.32 (non-web document) – Does not apply • 11.2.1.32 (Software) – Does not apply • 11.2.2.32 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 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	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	MUSE is generated with consistent templates, so components in general are identical throughout the site.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.2.35 (Web)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not	If a user triggers an input error, MUSE specifies what the error is and gives context on how to fix it.

Criteria	Conformance Level	Remarks and Explanations
• 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Applicable	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	MUSE does not use legal or financial transactions on its webpages. Modification or deletion of data is not permanent and may be reversed in a plethora of ways, though generally this is done by re-uploading content (in the case of publishers.) As a last resort, a user may always contact MUSE via Customer Support to resolve an issue.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	MUSE is compatible with Assistive Technologies and supports the use of screen readers for the visually impaired.
302.2 With Limited Vision	Supports	MUSE is compatible with Assistive Technologies and supports the use of screen readers for the visually impaired.
302.3 Without Perception of Color	Supports	MUSE does not use color as only means of conveying information.
302.4 Without Hearing	Supports	MUSE does not use audio cues or triggers as a means of operation or information retrieval.
302.5 With Limited Hearing	Supports	MUSE does not use audio cues or triggers as a means of operation or information retrieval.
302.6 Without Speech	Supports	MUSE does not require speech to operate or retrieve information. In contacting Customer Service, a user may use email or physical mail as a mode of communication (rather than contact by telephone.)
302.7 With Limited Manipulation	Supports	MUSE is fully keyboard accessible. Actions can be executed either by mouse or keyboard, and MUSE does not use simultaneous actions in either form as a method of operation or information retrieval.
302.8 With Limited Reach and Strength	Supports	MUSE is fully keyboard accessible. Actions can be executed either by mouse or

Criteria	Conformance Level	Remarks and Explanations
		keyboard, and MUSE does not use simultaneous actions in either form as a method of operation or information retrieval.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	MUSE does not function in a way that is prohibitive to users with cognitive or learning impairments.

Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	Not Applicable
402.2.2 Transactional Outputs	Not Applicable	Not Applicable
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Not Applicable
402.2.4 User Control	Not Applicable	Not Applicable
402.2.5 Braille Instructions	Not Applicable	Not Applicable
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Not Applicable
402.3.2 Non-private Listening	Not Applicable	Not Applicable
402.4 Characters on Display Screens	Not Applicable	Not Applicable
402.5 Characters on Variable Message Signs	Not Applicable	Not Applicable
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Not Applicable
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	Not Applicable
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	Not Applicable
406 Standard Connections	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
406.1 General	Not Applicable	Not Applicable
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	Not Applicable
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	Not Applicable
407.3.2 Alphabetic Keys	Not Applicable	Not Applicable
407.3.3 Numeric Keys	Not Applicable	Not Applicable
407.4 Key Repeat	Not Applicable	Not Applicable
407.5 Timed Response	Not Applicable	Not Applicable
407.6 Operation	Not Applicable	Not Applicable
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Not Applicable
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Not Applicable
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Not Applicable
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Not Applicable
407.8.2 Side Reach	Not Applicable	Not Applicable
407.8.2.1 Unobstructed Side Reach	Not Applicable	Not Applicable
407.8.2.2 Obstructed Side Reach	Not Applicable	Not Applicable
407.8.3 Forward Reach	Not Applicable	Not Applicable
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Not Applicable
407.8.3.2 Obstructed Forward Reach	Not Applicable	Not Applicable
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Not Applicable
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Not Applicable
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Not Applicable
408.3 Flashing	Not Applicable	Not Applicable
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	Not Applicable
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	Not Applicable
411 Audible Signals	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
411.1 General	Not Applicable	Not Applicable
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	Not Applicable
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Not Applicable
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Not Applicable
412.3.2 Wireline Handsets	Not Applicable	Not Applicable
412.4 Digital Encoding of Speech	Not Applicable	Not Applicable
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	Not Applicable
412.7 Video Communication	Not Applicable	Not Applicable
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	Not Applicable
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Not Applicable
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Not Applicable
414.1.2 Other ICT	Not Applicable	Not Applicable
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	Not Applicable
415.1.2 Audio Description Controls	Not Applicable	Not Applicable

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 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	MUSE does not disrupt or disable any external applications or their features.
502.2.2 No Disruption of Accessibility Features	Supports	MUSE does not disrupt or disable any external applications or their features.

Criteria	Conformance Level	Remarks and Explanations
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	MUSE UI components are labeled and named appropriately. Logical components on each page are given role attributes to give assistive technology a better navigational foothold. State changes and values can be programmatically determined.
502.3.2 Modification of Object Information	Supports	MUSE allows for user modification of object information.
502.3.3 Row, Column, and Headers	Supports with Exceptions	MUSE-created tables have properly coded headers. Publisher-supplied content (which MUSE cannot alter) may not contain fully identified table headers.
502.3.4 Values	Supports	MUSE UI components are labeled and named appropriately. Logical components on each page are given role attributes to give assistive technology a better navigational foothold. State changes and values can be programmatically determined.
502.3.5 Modification of Values	Supports	MUSE allows for user modification of values.
502.3.6 Label Relationships	Supports	MUSE fully supports Assistive Technology. Direction flows logically, using labels and IDs as cues.
502.3.7 Hierarchical Relationships	Supports	MUSE fully supports Assistive Technology. Direction flows logically, using labels and IDs as cues.
502.3.8 Text	Supports	MUSE UI components are labeled and named appropriately. Logical components on each page are given role attributes to give assistive technology a better navigational foothold. State changes and values can be programmatically

Criteria	Conformance Level	Remarks and Explanations
		determined.
502.3.9 Modification of Text	Supports	MUSE allows for user modification of text.
502.3.10 List of Actions	Supports	MUSE UI components provide where relevant a list of actions programmatically determinable by assistive technologies.
502.3.11 Actions on Objects	Supports	MUSE UI components allows where relevant for actions to be executed by assistive technologies.
502.3.12 Focus Cursor	Supports	Browser-default outlines indicate current keyboard focus.
502.3.13 Modification of Focus Cursor	Supports	MUSE allows for user modifications to the focus cursor.
502.3.14 Event Notification	Supports	Notifications of changes are available to users, including assistive technologies.
502.4 Platform Accessibility Features	Supports	MUSE does not disrupt or disable any external applications or their features.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	MUSE does not override or modify user-selected color or contrast settings.
503.3 Alternative User Interfaces	Supports	MUSE does not provide alternative user interfaces.
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 with Exceptions	MUSE generated content is available in multiple media formats and supports caption controls. Publisher-submitted content may not have sufficient content alternatives in place.
503.4.2 Audio Description Controls	Supports with Exceptions	MUSE generated content is available in multiple media formats and supports audio description controls. Publisher-submitted content may not have sufficient content alternatives in place.

Criteria	Conformance Level	Remarks and Explanations
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 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
602.2 Accessibility and Compatibility Features	Supports	MUSE provides a webpage describing its accessibility features and links to relevant documentation.
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Support documentation may be requested from MUSE for no additional charge by contacting MUSE by mail, email, or phone. Contact information is listed in our footer on every page and is compatible with Assistive Technologies.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	MUSE provides a webpage describing its accessibility features and links to relevant documentation. Support documentation may be requested from MUSE for no additional charge by contacting MUSE by mail, email, or phone.
603.3 Accommodation of Communication Needs	Supports	Training and instructional content is

Criteria	Conformance Level	Remarks and Explanations
		provided in both PowerPoint and fully captioned video formats. MUSE Customer Support accepts inquiries by mail, email, and phone, and will adapt their communications to the needs of our users.

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Notes:

Chapter 4: 4.2 Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	MUSE is compatible with Assistive Technologies and supports the use of screen readers for the visually impaired.
4.2.2 Usage with limited vision	Supports	MUSE is compatible with Assistive Technologies and supports the use of screen readers for the visually impaired.
4.2.3 Usage without perception of colour	Supports	MUSE does not use color as only means of conveying information.
4.2.4 Usage without hearing	Supports	MUSE does not use audio cues or triggers as a means of operation or information retrieval.
4.2.5 Usage with limited hearing	Supports	MUSE does not use audio cues or triggers as a means of operation or information

Criteria	Conformance Level	Remarks and Explanations
		retrieval.
4.2.6 Usage without vocal capability	Supports	MUSE does not require speech to operate or retrieve information. In contacting Customer Service, a user may use email or physical mail as a mode of communication (rather than contact by telephone.)
4.2.7 Usage with limited manipulation or strength	Supports	MUSE is fully keyboard accessible. Actions can be executed either by mouse or keyboard, and MUSE does not use simultaneous actions in either form as a method of operation or information retrieval.
4.2.8 Usage with limited reach	Supports	MUSE is fully keyboard accessible. Actions can be executed either by mouse or keyboard, and MUSE does not use simultaneous actions in either form as a method of operation or information retrieval.
4.2.9 Minimize photosensitive seizure triggers	Supports	MUSE does not use any flashing content.
4.2.10 Usage with limited cognition	Supports	MUSE does not function in a way that is prohibitive to users with cognitive or learning impairments.
4.2.11 Privacy	Supports	MUSE allows for privacy to be maintained when using features for accessibility.

Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6

Criteria	Conformance Level	Remarks and Explanations
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Not Applicable	Not Applicable
5.1.3.2 Auditory output delivery including speech	Not Applicable	Not Applicable
5.1.3.3 Auditory output correlation	Not Applicable	Not Applicable
5.1.3.4 Speech output user control	Not Applicable	Not Applicable
5.1.3.5 Speech output automatic interruption	Not Applicable	Not Applicable
5.1.3.6 Speech output for non-text content	Not Applicable	Not Applicable
5.1.3.7 Speech output for video information	Not Applicable	Not Applicable
5.1.3.8 Masked entry	Not Applicable	Not Applicable
5.1.3.9 Private access to personal data	Not Applicable	Not Applicable
5.1.3.10 Non-interfering audio output	Not Applicable	Not Applicable
5.1.3.11 Private listening	Not Applicable	Not Applicable
5.1.3.12 Speaker volume	Not Applicable	Not Applicable
5.1.3.13 Volume reset	Not Applicable	Not Applicable
5.1.3.14 Spoken languages	Not Applicable	Not Applicable
5.1.3.15 Non-visual error identification	Not Applicable	Not Applicable
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	Not Applicable
5.1.4 Functionality closed to text enlargement	Not Applicable	Not Applicable
5.1.5 Visual output for auditory information	Not Applicable	Not Applicable
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	Not Applicable
5.2 Activation of accessibility features	Not Applicable	Not Applicable
5.3 Biometrics	Not Applicable	Not Applicable
5.4 Preservation of accessibility information during conversion	Not Applicable	Not Applicable
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	Not Applicable
5.5.2 Operable parts discernibility	Not Applicable	Not Applicable
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.6.1 Tactile or auditory status	Not Applicable	Not Applicable
5.6.2 Visual status	Not Applicable	Not Applicable
5.7 Key repeat	Not Applicable	Not Applicable
5.8 Double-strike key acceptance	Not Applicable	Not Applicable
5.9 Simultaneous user actions	Not Applicable	Not Applicable

Chapter 6: ICT with Two-Way Voice Communication

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech (informative)	Heading cell – no response required	Heading cell – no response required
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Not Applicable	Not Applicable
6.2.1.2 Concurrent voice and text	Not Applicable	Not Applicable
6.2.2.1 Visually distinguishable display	Not Applicable	Not Applicable
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	Not Applicable
6.2.3 Interoperability	Not Applicable	Not Applicable
6.2.4 Real-time text responsiveness	Not Applicable	Not Applicable
6.3 Caller ID	Not Applicable	Not Applicable
6.4 Alternatives to voice-based services	Not Applicable	Not Applicable
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Not Applicable	Not Applicable
6.5.3 Frame rate	Not Applicable	Not Applicable
6.5.4 Synchronization between audio and video	Not Applicable	Not Applicable
6.6 Alternatives to video-based services	Not Applicable	Not Applicable

Chapter 7: ICT with Video Capabilities

Notes:

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 with Exceptions	MUSE generated content is available in multiple media formats and supports captioning. Publisher-submitted content may not have sufficient content alternatives in place.
7.1.2 Captioning synchronization	Supports with Exceptions	MUSE generated content is available in multiple media formats and supports captioning. Publisher-submitted content may not have sufficient content alternatives in place.
7.1.3 Preservation of captioning	Supports with Exceptions	MUSE generated content is available in multiple media formats and supports captioning. Publisher-submitted content may not have sufficient content alternatives in place.
7.2.1 Audio description playback	Supports with Exceptions	MUSE generated content is available in multiple media formats and supports audio descriptions. Publisher-submitted content may not have sufficient content alternatives in place.
7.2.2 Audio description synchronization	Supports with Exceptions	MUSE generated content is available in multiple media formats and supports audio descriptions.

Criteria	Conformance Level	Remarks and Explanations
		Publisher-submitted content may not have sufficient content alternatives in place.
7.2.3 Preservation of audio description	Supports with Exceptions	MUSE generated content is available in multiple media formats and supports audio descriptions. Publisher-submitted content may not have sufficient content alternatives in place.
7.3 User controls for captions and audio description	Supports with Exceptions	MUSE generated content is available in multiple media formats and supports captions and audio descriptions. Publisher-submitted content may not have sufficient content alternatives in place.

Chapter 8: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	Not Applicable	Not Applicable
8.1.3 Colour	Not Applicable	Not Applicable
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	Not Applicable	Not Applicable
8.2.1.2 Incremental volume control	Not Applicable	Not Applicable
8.2.2.1 Fixed-line devices	Not Applicable	Not Applicable
8.2.2.2 Wireless communication devices	Not Applicable	Not Applicable
8.3 Physical access to ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Change in level	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
8.3.2.2 Clear floor or ground space	Not Applicable	Not Applicable
8.3.2.3.1 General	Not Applicable	Not Applicable
8.3.2.3.2 Forward approach	Not Applicable	Not Applicable
8.3.2.3.3 Parallel approach	Not Applicable	Not Applicable
8.3.2.4 Knee and toe clearance width	Not Applicable	Not Applicable
8.3.2.5 Toe clearance	Not Applicable	Not Applicable
8.3.2.6 Knee clearance	Not Applicable	Not Applicable
8.3.3.1.1 Unobstructed high forward reach	Not Applicable	Not Applicable
8.3.3.1.2 Unobstructed low forward reach	Not Applicable	Not Applicable
8.3.3.1.3.1 Clear floor space	Not Applicable	Not Applicable
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	Not Applicable
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	Not Applicable
8.3.3.2.1 Unobstructed high side reach	Not Applicable	Not Applicable
8.3.3.2.2 Unobstructed low side reach	Not Applicable	Not Applicable
8.3.3.2.3.1 Obstructed (≤255 mm) side reach	Not Applicable	Not Applicable
8.3.3.2.3.2 Obstructed (≤610 mm) side reach	Not Applicable	Not Applicable
8.3.4 Visibility	Not Applicable	Not Applicable
8.3.5 Installation instructions	Not Applicable	Not Applicable
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Not Applicable	Not Applicable
8.4.2.1 Means of Operation of mechanical parts	Not Applicable	Not Applicable
8.4.2.2 Force of operation of mechanical parts	Not Applicable	Not Applicable
8.4.3 Keys, tickets and fare cards	Not Applicable	Not Applicable
8.5 Tactile indication of speech mode	Not Applicable	Not Applicable

Chapter 9: Web *(see WCAG 2.0 section)*

Notes:

Chapter 10: Non-web Documents

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.1 General	Heading cell – no response required	Heading cell – no response required
10.2 Document success criteria	Heading cell – no response required	Heading cell – no response required
10.2.1 through 10.2.38	See WCAG 2.0 section	See information in WCAG section
10.2.39 Caption positioning	Not Applicable	Not Applicable
10.2.40 Audio description timing	Not Applicable	Not Applicable

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.2.2 Software success criteria (closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.3 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.3.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.3.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.3.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services	Supports	MUSE UI is compatible with assistive technologies.
11.3.2.4 Assistive technology	Not Applicable	MUSE itself is not an assistive technology.
11.3.2.5 Object information	Supports	MUSE UI components are labeled and named appropriately. Logical components on each page are given role attributes to give assistive technology a better navigational foothold. State changes and values can be programmatically

Criteria	Conformance Level	Remarks and Explanations
		determined.
11.3.2.6 Row, column, and headers	Supports with Exceptions	MUSE-created tables have properly coded headers. Publisher-supplied content (which MUSE cannot alter) may not contain fully identified table headers.
11.3.2.7 Values	Supports	MUSE UI elements that take inputs are compatible with assistive technologies.
11.3.2.8 Label relationships	Supports	MUSE UI elements are described semantically with labels and ids, as well as ARIA landmarks and labels where appropriate. Relevant images are titled and captioned with alt-text attributes accordingly.
11.3.2.9 Parent-child relationships	Supports	MUSE fully supports Assistive Technology. Direction flows logically, using labels and IDs as cues.
11.3.2.10 Text	Supports	MUSE UI components are labeled and named appropriately. Logical components on each page are given role attributes to give assistive technology a better navigational foothold. State changes and values can be programmatically determined.
11.3.2.11 List of available actions	Supports	MUSE UI components provide where relevant a list of actions programmatically determinable by assistive technologies.
11.3.2.12 Execution of available actions	Supports	MUSE UI components allows where relevant actions to be executed by assistive technologies.
11.3.2.13 Tracking of focus and selection attributes	Supports	MUSE allows for tracking of focus and selection in the UI.
11.3.2.14 Modification of focus and selection attributes	Supports	MUSE does not disrupt or disable any external applications or their features.
11.3.2.15 Change notification	Supports	MUSE allows for change notifications.

Criteria	Conformance Level	Remarks and Explanations
11.3.2.16 Modifications of states and properties	Supports	MUSE allows for modification of states and properties.
11.3.2.17 Modifications of values and text	Supports	MUSE allows for modification of values and text.
11.4 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features	Not Applicable	MUSE is not platform software.
11.4.2 No disruption of accessibility features	Not Applicable	MUSE is not platform software.
11.5 User preferences	Not Applicable	MUSE is not platform software.
11.6 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.6.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.6.2 Accessible content creation (if not authoring tool, enter "not applicable")	See [WCAG 2.0](#) section	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations	Not Applicable	MUSE is not an authoring tool.
11.6.4 Repair assistance	Not Applicable	MUSE is not an authoring tool.
11.6.5 Templates	Not Applicable	MUSE is not an authoring tool.

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

Notes:

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	MUSE provides a webpage describing its accessibility features and links to relevant documentation. Support documentation may be requested from MUSE for no additional charge by contacting MUSE by mail, email, or phone.
12.1.2 Accessible documentation	See [WCAG 2.0](#) section	See information in WCAG 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	MUSE provides a webpage describing its accessibility features and links to relevant documentation.

Criteria	Conformance Level	Remarks and Explanations
12.2.3 Effective communication	Supports	Support documentation may be requested from MUSE for no additional charge by contacting MUSE by mail, email, or phone. Contact information is listed in our footer on every page and is compatible with Assistive Technologies.
12.2.4 Accessible documentation	See WCAG 2.0 section	See information in WCAG section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not Applicable	Not Applicable
13.1.3 Sign relay services	Not Applicable	Not Applicable
13.1.4 Lip-reading relay services	Not Applicable	Not Applicable
13.1.5 Captioned telephony services	Not Applicable	Not Applicable
13.1.6 Speech to speech relay services	Not Applicable	Not Applicable
13.2 Access to relay services	Not Applicable	Not Applicable
13.3 Access to emergency services	Not Applicable	Not Applicable

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed