

# VPAT Accessibility Conformance Report

(Based on ITI VPAT®)

Name of Product	NeolD
Date Last Updated	December 20, 2024
Completed by	Jay Nemchik (Elsevier Digital Accessibility Team)
Applicable Standards/Guidelines	This document rates NeolD according to the <a href="#">W3C WCAG 2.2 A and AA</a> requirements.
Contact for More Information	Elsevier Digital Accessibility Team <a href="mailto:accessibility@elsevier.com">accessibility@elsevier.com</a>
Testing Tools and Methods	<ul style="list-style-type: none"><li>• Hands-on keyboard operation</li><li>• DevTools/Code inspection</li><li>• Mozilla Firefox 128 and Chrome 124 on Windows 11 23H2</li><li>• NVDA screen reader 2023.3</li><li>• WAVE Browser Extension</li><li>• Color Contrast Analyzer</li><li>• <a href="#">W3C Web Accessibility Initiative (WAI) Pages</a></li><li>• <a href="#">Elsevier Accessibility Checklist</a></li></ul>
Document Sections	This review document includes all WCAG 2.2 A and AA checkpoints, organized into 7 logical sections: <ul style="list-style-type: none"><li>• Visuals</li><li>• Keyboard</li><li>• Headings and Structure</li><li>• Labeling</li><li>• Multimedia</li><li>• Usability</li><li>• Mobile User Experience</li></ul>
Pages Covered	Header, Footer, Sign In Email, Sign In Password, Forgot Password, Enter Organization, Register, Add Account Details, Check Your Inbox, Logged In Header, Account Details
Terms	<ul style="list-style-type: none"><li>• <b>Supports:</b> The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.</li><li>• <b>Partially supports:</b> Some functionality of the product does not meet the criteria.</li><li>• <b>Does not support:</b> Majority of functionality of the product does not meet the criteria.</li><li>• <b>Supports (N/A):</b> According to W3C on conformance, "If there is no content to which a success criterion applies, the success criterion is satisfied."</li></ul>
Notes/Terminology	<ul style="list-style-type: none"><li>• "AT" stands for Assistive Technology such as screen readers, voice input, etc.</li></ul>

## Conformance Summary

WCAG 2.2 Success Criterion	Level	Evaluation
1.1.1: Non-text Content	A	Partially supports
1.2.1: Audio-only and Video-only (Prerecorded)	A	Supports (N/A)
1.2.2: Captions (Prerecorded)	A	Supports (N/A)
1.2.3: Audio Description or Full Text Alternative	A	Supports (N/A)
1.2.4: Captions (Live)	AA	Supports (N/A)
1.2.5: Audio Description	AA	Supports (N/A)
1.3.1: Info and Relationships	A	Partially supports
1.3.2: Meaningful Sequence	A	Supports
1.3.3: Sensory Characteristics	A	Supports
1.3.4: Orientation (2.1)	AA	Supports
1.3.5: Identify Input Purpose (2.1)	AA	Partially supports
1.4.1: Use of Color	A	Partially supports
1.4.2: Audio Control	A	Supports (N/A)
1.4.3: Contrast (Minimum)	AA	Supports
1.4.4: Resize text	AA	Supports
1.4.5: Images of Text	AA	Supports
1.4.10: Reflow (2.1)	AA	Supports
1.4.11: Non-Text Contrast (2.1)	AA	Supports
1.4.12: Text Spacing (2.1)	AA	Partially supports
1.4.13: Content on Hover or Focus (2.1)	AA	Partially supports
2.1.1: Keyboard	A	Supports
2.1.2: No Keyboard Trap	A	Supports
2.1.4: Character Key Shortcuts (2.1)	A	Supports (N/A)
2.2.1: Timing Adjustable	A	Supports (N/A)
2.2.2: Pause, Stop, Hide	A	Supports (N/A)
2.3.1: Three Flashes or Below Threshold	A	Supports (N/A)
2.4.1: Bypass Blocks	A	Supports
2.4.2: Page Titled	A	Supports
2.4.3: Focus Order	A	Partially supports
2.4.4: Link Purpose (In Context)	A	Partially supports
2.4.5: Multiple Ways	AA	Supports
2.4.6: Headings and Labels	AA	Supports
2.4.7: Focus Visible	AA	Supports
2.4.11: Focus Not Obscured (Minimum) (2.2)	AA	Partially supports
2.5.1: Pointer Gestures (2.1)	A	Supports
2.5.2: Pointer Cancellation (2.1)	A	Supports
2.5.3: Label in Name (2.1)	A	Supports
2.5.4: Motion Actuation (2.1)	A	Supports (N/A)
2.5.7: Dragging Movements (2.2)	AA	Supports (N/A)
2.5.8: Target Size (Minimum) (2.2)	AA	Supports

WCAG 2.2 Success Criterion	Level	Evaluation
3.1.1: Language of Page	A	Supports
3.1.2: Language of Parts	AA	Supports
3.2.1: On Focus	A	Supports
3.2.2: On Input	A	Supports
3.2.3: Consistent Navigation	AA	Supports
3.2.4: Consistent Identification	AA	Supports
3.2.6: Consistent Help (2.2)	A	Supports
3.3.1: Error Identification	A	Supports
3.3.2: Labels or Instructions	A	Partially supports
3.3.3: Error Suggestion	AA	Supports
3.3.4: Error Prevention (Legal, Financial, Data)	AA	Supports (N/A)
3.3.7: Redundant Entry (2.2)	A	Supports
3.3.8: Accessible Authentication (Minimum) (2.2)	AA	Supports
4.1.1: Parsing	A	Supports (N/A)
4.1.2: Name, Role, Value	A	Partially supports
4.1.3: Status Messages (2.1)	AA	Partially supports

## WCAG 2.2 A and AA Success Criteria

### Visuals

WCAG 2.2 Checkpoint	Conformance Level	Remarks
<a href="#">1.1.1: Non-Text Content</a> (A) Provide text alternatives for non-text content (e.g. images)	Partially supports	Many images and icons have appropriate text equivalents.  <b>Exceptions:</b> Sign In Email: The Your Organization icon should have alt="".
<a href="#">1.3.3: Sensory Characteristics</a> (A) Do not rely on sensory characteristics of components such as shape, size, visual location, orientation, or sound	Supports	There are no instructions or areas of content which rely solely on sensory characteristics.
<a href="#">1.4.1: Use of Color</a> (A) Color is not used as the only visual means of conveying info	Partially supports	In most instances, when color is used as a means of conveying information, another visual method is also used to convey the information without color.  <b>Exceptions:</b> Account Details: The "Try Again" link for changing password is not underlined and does not have enough contrast with the surrounding black text.
<a href="#">1.4.3: Color Contrast (Minimum)</a> (AA) Text has enough contrast with the background (4.5:1 for small text and 3:1 for large text)	Supports	Text has sufficient contrast with its corresponding background in most areas.  <b>Exceptions:</b> •
<a href="#">1.4.4: Resize Text</a> (AA) Text can be enlarged up to 200% without loss of functionality.	Supports	Text may be enlarged to 200% while preserving functionality of content.
<a href="#">1.4.5: Images of Text</a> (AA) Text is used rather than images of text, except where the presentation of text is essential, such as logos	Supports	No images of text are used other than for logos or essential presentation.
<a href="#">1.4.10: Reflow</a> (AA) Content can be presented without loss of information or functionality, and without requiring	Supports	Pages utilize a responsive view where content reflows into a single column. Pages may be zoomed to 400% without necessitating horizontal scrolling, nor loss of functionality/content.

<p>scrolling in two dimensions for:</p> <ul style="list-style-type: none"> <li>• Vertical scrolling content at a width equivalent to 320 CSS pixels;</li> <li>• Horizontal scrolling content at a height equivalent to 256 CSS pixels.</li> </ul>		
<p><a href="#">1.4.11: Non-Text Contrast</a> (AA) User interact components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s).</p>	Supports	All non-text UI components and graphical objects have at least a 3:1 contrast ratio against surrounding colors.
<p><a href="#">1.4.12: Text Spacing</a> (AA) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all the following and by changing no other style property:</p> <ul style="list-style-type: none"> <li>• Line height (line spacing) to at least 1.5 times the font size;</li> <li>• Spacing following paragraphs to at least 2 times the font size;</li> <li>• Letter spacing (tracking) to at least 0.12 times the font size;</li> <li>• Word spacing to at least 0.16 times the font size.</li> </ul>	Partially supports	<p>Users may adjust the text spacing of content on pages to the minimum baseline properties without causing loss of content or functionality in almost all areas.</p> <p><b>Exceptions:</b> Header: The current language option can be cut off if the minimum text styles are applied.</p>
<p><a href="#">1.4.13: Content on Hover or Focus</a> (AA) Where receiving and then removing pointer hover or keyboard focus triggers</p>	Partially supports	<p>Most content that appears on hover or focus is hoverable, dismissable, and persistent.</p> <p><b>Exceptions:</b> Sign In Password: The "Show/Hide Password" Tooltip cannot be hovered or dismissed.</p>

<p>additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> <li>• Dismissible</li> <li>• Hoverable</li> <li>• Persistent</li> </ul>		<p>Register: The "Show/Hide Password" Tooltip cannot be hovered or dismissed.</p>
<p><a href="#">2.3.1: Three Flashes or Below Threshold</a> (A)</p> <p>No more than three flashes in a 1-second period, or the flashes are below the defined thresholds</p>	Supports (N/A)	No flashing content exists.

## Keyboard

WCAG 2.2 Checkpoint	Conformance Level	Remarks
<p><a href="#">1.3.2: Meaningful Sequence</a> (A)</p> <p>The correct reading sequence can be programmatically determined</p>	Supports	The correct reading sequence is typically logical and programmatically determinable, with the DOM order according with the visual order.
<p><a href="#">2.1.1: Keyboard</a> (A)</p> <p>All functionality is available from a keyboard, except for tasks such as drawing</p>	Supports	Standard web page content and functionality is keyboard operable across pages.
<p><a href="#">2.1.2: No Keyboard Trap</a> (A)</p> <p>The user can use the keyboard to move through page elements and is not trapped on a particular element</p>	Supports	No pages have a keyboard trap.
<p><a href="#">2.1.4: Character Key Shortcuts</a> (A)</p> <p>If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• Turn off</li> <li>• Remap</li> <li>• Active only on focus</li> </ul>	Supports (N/A)	The site does not use any character key shortcuts.

<a href="#">2.4.3: Focus Order</a> (A) Users can tab through the elements of a page in a logical order	Partially supports	Tab order is largely logical across the site and preserves the meaning and operability of content in most instances.  <b>Exceptions:</b> Loggin In Header: The Sign Out modal does not manage focus properly.  Account Details: The navigation links on the left side do not move keyboard focus when activated.
<a href="#">2.4.7: Focus Visible</a> (AA) The page element with the current keyboard focus has a visible focus indicator	Supports	All elements across the site use a custom styled visible focus indicator.
<a href="#">2.4.11: Focus Not Obscured (Minimum)</a> (AA) When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.	Partially supports	Scrolling typically adjusts so that focus is never obscured when UI elements receive keyboard focus.  <b>Exceptions:</b> Account Details: When in the mobile view for the page, the header can cover up the first links on the page and cause the focus to be completed obscured.
<a href="#">3.2.1: On Focus</a> (A) When a UI component receives focus, this does not trigger unexpected actions.	Supports	Focusable elements do not cause unexpected actions/changes of context when receiving focus.

## Headings and Structure

WCAG 2.2 Checkpoint	Conformance Level	Remarks
<a href="#">1.3.1: Information and Relationships</a> (A) Info, structure, and relationships can be programmatically determined	Partially supports	Most content is distinguishable via semantic structure and relationships. A logical heading order reflecting page organization and content is programmatically determinable on most pages. List markup is used appropriately in many instances. Most input elements have programmatically determinable labels. HTML sectioning elements/landmark roles demarcate content regions.  <b>Exceptions:</b> Account Details: The navigation links on the left should be in an ordered list. The page should have an h1.
<a href="#">2.4.1: Bypass Blocks</a> (A) Users can bypass repeated blocks of content.	Supports	Authentication pages do not have enough content to be considered an entire "block" of content. My Account only has one page and its content is not repeated.
<a href="#">2.4.6: Headings and Labels</a> (AA) Headings and labels are clear and consistent.	Supports	Headings and labels used are typically clear and descriptive. For example, most pages feature visually distinct and programmatically determinable main and secondary headings to help distinguish content.

<a href="#">3.1.1: Language of Page</a> (A) The language of the page is specified	Supports	The default page language is typically and appropriately defined as lang="en".
<a href="#">3.1.2: Language of Parts</a> (AA) Specify the language of text passages that are in a different language than the default language of the page.	Supports	Sections of text that are in a different language than the page default are marked with the proper language attribute.
<a href="#">4.1.1: Parsing</a> (A) Use valid, error-free HTML	Supports (N/A)	<p>Parsing is deprecated in WCAG 2.2</p> <p>HTML and CSS typically pass concerning these 4 specific criteria:</p> <ul style="list-style-type: none"> <li>(i) elements have complete start and end tags,</li> <li>(ii) elements are nested according to their specifications</li> <li>(iii) elements do not contain duplicate attributes</li> <li>(iv) any IDs are unique, except where the specifications allow these features.</li> </ul> <p>Note: There may be other general HTML validation errors outside the scope of this criterion. WCAG 2.1 Errata notes: "This Success Criterion should be considered as always satisfied for any content using HTML or XML."</p>

## Labeling

WCAG 2.2 Checkpoint	Conformance Level	Remarks
<a href="#">1.3.5: Identify Input Purpose</a> (AA) The purpose of each input field collecting information about the user can be programmatically determined when: <ul style="list-style-type: none"> <li>The input field serves a purpose identified in the Input Purposes for User Interface Components section; and</li> <li>The content is implemented using technologies with support for identifying the expected meaning for form input data.</li> </ul>	Partially supports	<p>Authentication pages contain forms that fall under the collection of information about the user. These forms have autocomplete attributes with proper values.</p> <p><b>Exceptions:</b>            Account Details: The forms on the page that collect information about the user need proper autocomplete attributes.</p>



<a href="#">2.4.2: Page Titled</a> (A) The page has a title describing its topic or purpose	Supports	A descriptive page title that identifies content/purpose is present on all pages.
<a href="#">2.4.4: Link Purpose (In Context)</a> (A) The purpose of each link can be determined from the link text or surrounding context.	Partially supports	An identifiable purpose may be deduced for almost all links from the link text or surrounding context.  <b>Exceptions:</b> Account Details: Links that open in a new tab or window need to say so in the link text.
<a href="#">2.5.3: Label in Name</a> (A) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Supports	User interface components that have visible text contain that text consistently within the accessible name.
<a href="#">3.2.4: Consistent Identification</a> (AA) UI components used across the web site are identified consistently on every page.	Supports	Components are typically consistent across the site, and identified consistently where they perform the same function across pages.
<a href="#">3.3.1: Error Identification</a> (A) Input errors are clearly marked and described to the user.	Supports	Errors are identified and presented well visually. Errors are announced to AT and have red text and a symbol marking the error.
<a href="#">3.3.2: Labels or Instructions</a> (A) Items requiring user input are clearly labeled or have clear instructions.	Partially supports	Labels or instructions are provided for most form elements, most of which are programmatically associated with their inputs.  <b>Exceptions:</b> Account Details: The label for the Preferred Language Select is very confusing.
<a href="#">3.3.3: Error Suggestion</a> (AA) When the user makes an input error, give suggestions for valid input.	Supports	The nature of content would largely not give rise to opportunities for error suggestions, but relevant helpful suggestions are occasionally provided in text.
<a href="#">4.1.2: Name, Role, Value</a> (A) For all UI components, the name, value, and role can be programmatically determined.	Partially supports	Some UI components communicate their state programmatically, and many have accessible names that are appropriately defined. Several ARIA attributes and roles are not present where appropriate.  <b>Exceptions:</b> Sign In Email: Integrated product message dismissal button should not have role="link".  Add Account Details: The Given Name and Family Name inputs should not have aria-labelledby attributes, as they are redundant.

		<p>Logged In Header: The profile button needs a more descriptive label for its purpose.</p> <p>Account Details: The Edit buttons should have a proper label instead of just a title attribute. The ones that open a modal should have aria-haspopup="dialog". The Password message dismiss button should not have role="link" and should indicate that it closes the password message.</p>
<p><a href="#">4.1.3: Status Messages</a> (AA)</p> <p>In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.</p>	Partially supports	<p>Error status messages are read out automatically by AT.</p> <p><b>Exceptions:</b></p> <p>Account Details: The check your inbox message for changing a password does not announce to AT.</p>

## Multimedia

WCAG 2.2 Checkpoint	Conformance Level	Remarks
<p><a href="#">1.2.1: Audio-only or Video-only (Prerecorded)</a> (A)</p> <p>Provide alternatives for pre-recorded audio-only or video-only content.</p>	Supports (N/A)	There is no pre-recorded audio-only or video-only content.
<p><a href="#">1.2.2: Captions (Prerecorded)</a> (A)</p> <p>Provide captions for pre-recorded audio</p>	Supports (N/A)	There is no pre-recorded audio content.
<p><a href="#">1.2.3: Audio Description or Media Alternative (Prerecorded)</a> (A)</p> <p>Provide alternatives for pre-recorded synchronized audio/video</p>	Supports (N/A)	There is no pre-recorded synchronized audio/video content.
<p><a href="#">1.2.4: Captions (Live)</a> (AA)</p> <p>Provide captions for live audio in synchronized audio/video.</p>	Supports (N/A)	There is no synchronized audio/video content nor live audio.

<a href="#">1.2.5: Audio Description (Prerecorded)</a> (AA) Provide an audio description of pre-recorded video.	Supports (N/A)	There is no pre-recorded video content.
<a href="#">1.4.2: Audio Control</a> (A) Audio can be paused and stopped, or the audio volume can be changed.	Supports (N/A)	No pages feature audio that plays automatically.
<a href="#">2.2.2: Pause, Stop, Hide</a> (A) Users can stop, pause, or hide moving, blinking, scrolling, or auto-updating information.	Supports (N/A)	There is no moving, scrolling, or auto-updating information for which the criterion is applicable.

## Usability

WCAG 2.2 Checkpoint	Conformance Level	Remarks
<a href="#">2.2.1: Timing Adjustable</a> (A) Users are warned of time limits shorter than 20 hours and time limits can be turned off or extended	Supports (N/A)	User login session warnings are based on the product they are browsing.
<a href="#">2.4.5: Multiple Ways</a> (AA) More than one way is available to navigate to other web pages.	Supports	All pages are a result of a process.
<a href="#">3.2.2: On Input</a> (A) Changing the setting of a checkbox, radio button, or other UI component does not trigger unexpected changes in context.	Supports	User input, such as changing the values of form elements, does not initiate unexpected actions or changes in context.
<a href="#">3.2.3: Consistent Navigation</a> (AA) Navigation menus are in the same location and order on every web page.	Supports	Navigation menus are consistent across pages.
<a href="#">3.2.6: Consistent Help</a> (A) Help mechanisms such as contact details or	Supports	Help mechanisms are always available in the footer in the same place.

self-help options are in the same relative order across multiple web pages, unless the user changes them.		
<a href="#">3.3.7: Redundant Entry</a> (A) Previously entered information is either auto-populated or selectable for the user in the same process, except when re-entry is essential, needed for security, or the information is outdated.	Supports	The forms used in NeoID are not of the type that fall under redundant entry. Information entered by logging in is exempt due to ensuring security.
<a href="#">3.3.8: Accessible Authentication (Minimum)</a> (AA) A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process unless that step provides at least one of the following: <ul style="list-style-type: none"> <li>• Alternative</li> <li>• Mechanism</li> <li>• Object Recognition</li> <li>• Personal Content</li> </ul>	Supports	Remembering a password is a requirement for logging into NeoID, but browser-based password managers and password manager browser extensions are allowed.
<a href="#">3.3.4: Error Prevention (Legal, Financial, Data)</a> (AA) For web pages with legal or financial commitments, input can be reviewed and corrected before final submission, and submissions can be reverted.	Supports (N/A)	There are no submissions which require legal or financial commitments.

## Mobile User Experience

WCAG 2.2 Checkpoint	Conformance Level	Remarks
<a href="#">1.3.4: Orientation</a> (AA) Content does not restrict its view and	Supports	Pages do not restrict view and operation of content to a single orientation.

operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.		
<a href="#">2.5.1: Pointer Gestures</a> (A) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.	Supports	Pages do not utilize or require multipoint or path-based gestures for any functionality.
<a href="#">2.5.2: Pointer Cancellation</a> (A) For functionality that can be operated using a single pointer, at least one of the following is true: <ul style="list-style-type: none"> <li>• No Down-Event</li> <li>• Abort or Undo</li> <li>• Up Reversal</li> <li>• Essential</li> </ul>	Supports	All interactive content functions through the Up-Event, allowing users to potentially move their pointer off the component to cancel.
<a href="#">2.5.4: Motion Actuation</a> (A) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: <ul style="list-style-type: none"> <li>• Supported Interface</li> <li>• Essential</li> </ul>	Supports (N/A)	There is no content that utilizes device or user motion.
<a href="#">2.5.7: Dragging Movements</a> (AA) All functionality that uses a dragging movement for operation can be achieved by a single	Supports (N/A)	There is no content that uses a dragging movement.

pointer without dragging, unless dragging is essential or the functionality is determined by the user agent and not modified by the author.		
<a href="#">2.5.8: Target Size (Minimum)</a> (AA) The size of the target for pointer inputs is at least 24 by 24 CSS pixels, with certain exceptions involving: <ul style="list-style-type: none"> <li>• Spacing</li> <li>• Equivalent</li> <li>• Inline</li> <li>• User agent control</li> <li>• Essential</li> </ul>	Supports	All UI elements have a target size that is at least 24 by 24 CSS pixels.