



ELECTRONIC AND INFORMATION RESOURCE (EIR) Accessibility Exception Request

1. Requester Information

Requester Name: Danielle Cunniff Plumer	Job Title: Statewide Resource Sharing Administrator	Date: April 22, 2019
Email: dplumer@tsl.texas.gov	Phone: (512) 463-5433	
Office Address: 1201 Brazos St.	City: Austin	State: TX ZIP: 78701
Program or Division: Library Development and Networking		EIR Owner: Danielle Plumer

2. Description of Inaccessible EIR

EIR Title: HeritageQuest Online™

EIR Description (if applicable, include URL address or location of hardware or office equipment):
HeritageQuest Online™ is a web-based aggregation of American genealogical sources, including U.S. census records, city directories, local and family histories, and U.S. government records. It is provided to Texas academic, public, medical, and special libraries through the TexShare Databases Program. The URL is www.heritagequestonline.com (authentication required).

EIR Type:

Web page Electronic document (PDF, MS Word, PPT, etc.) Electronic form
 Software application Multimedia or video content IT hardware or office equipment
 Other (Describe):

EIR Status:

Under development. Enter planned completion date:
 Under revision.
 Completed.
 Acquired or procured from third party (Name of agency or third party: [ProQuest](#))

The usage scope for this EIR is (check all that apply):

Public facing, high traffic Public facing, moderate traffic
 Internal use, high number of users Internal use, low number of users
 Mission critical for service delivery Required to perform an essential job function
 Used in staff development or training
 Other (Describe):

3. Justification for Exception

Select the reason(s) for requesting this exception (check all that apply):

Cost prohibitive Underlying EIR technology platform not accessible
 Adequate skilled resources unavailable Large programming impact
 Nearing end of life cycle Marketplace exception
 Other (Describe):

(Question 3, "Justification for Exception," continued on next page.)

3. Justification for Exception (Question 3 continued from previous page.)

Provide supporting information to justify this request:

Content provided through is not and cannot be made fully accessible. Original records may have insufficient contrast to be readable. Indexes provided on screen frequently contain incomplete and/or incorrect information. Grounds for exception:

1. Fundamental Alteration. Bringing this or any similar product into full conformance would require replacing partial indexes with full transcription of handwritten materials and correction of OCR-generated transcriptions of printed materials. ProQuest has argued that bringing the resource into full compliance would constitute an Undue Burden on them and Ancestry.com, which provides the platform and content.
2. Best Meets. Based on solicitations by TSLAC, no comparable product exists that fully conforms to accessibility standard.

Date of Accessibility Evaluation: 02/19/2019

P:\Agency Projects\Accessibility\FY2019\TexShare Genealogy - ProQuest Heritage Quest Online FY2019

Estimated cost of bringing the EIR into compliance (development cost, time, etc.):

No estimate done. This resource is essentially a Commercial-On-The-Shelf product. The vendor has not provided an estimate of cost other than stating that the cost would constitute an Undue Burden.

Planned Accessibility Compliance date:

No date is planned. ProQuest will provide needed interface improvements by start of contract and as identified thereafter (see attached BAFO document). The underlying content cannot be brought in to conformance with WCAG 2.0 at the AA level without a Fundamental Alteration of the resource.

Other relevant information:

While resource does not fully conform to WCAG 2.0 at the AA level, it represents a significant improvement in accessibility compared to the original paper records or unindexed digitized copies of the original records.

4. Alternative Compliance Methods

Describe the alternative means of access, including time and expense to implement:

Users may request the assistance of a sighted user to access information in the underlying content that is not available in the index. We have asked vendor to provide comments to record results pages indicating that content in index may not include all information available in the image. TSLAC librarians and reader consultants will work with TSLAC patrons as needed; TexShare member libraries will perform the same service for their patrons.

5. Recommendations

	Name	Approve	Deny	Signature	Date
EIR Owner:	Danielle Plumer			_____	Date: 04/22/19
Contract Mgr.:	Russlene Waukechon	<input type="checkbox"/>	<input type="checkbox"/>	_____	Date:
LDN Div. Dir.:	Jennifer Peters	<input type="checkbox"/>	<input type="checkbox"/>	_____	Date:
Acc. Coord.:	Mike Avila	<input type="checkbox"/>	<input type="checkbox"/>	_____	Date:
CFO:	Donna Osborne	<input type="checkbox"/>	<input type="checkbox"/>	_____	Date:

6. Executive Director

This exception request is: Approved Denied

Comments:

Duration of Exception Granted: 3 mo. 6 mo. 12 mo. 24 mo. Other (specify):

Executive Director Signature:

Date:



April 2, 2019

Texas State Library Archives Commission
1201 Brazos Street
Austin, TX 78701

Dear TSLAC Purchasing,

Thank you for the opportunity to provide HeritageQuest Online to TSLAC. We are excited to continue our longstanding partnership.

Regarding compliance, the underlying constraints which make full compliance with WCAG 2.0 at the AA level an undue burden for ProQuest and for Ancestry.com, the provider of the platform and content, are as follows:

- Bringing this product into full compliance would constitute an undue burden in terms of the cost of fully transcribing the tremendous amount of handwritten materials and correcting OCR of printed materials contained in this product. We will bring this product into full compliance with milestones 1-3, and partial compliance with milestone 4 as shown below.
- No comparable product exists that fully complies with WCAG 2.0 at the AA level.

We have also prepared our best and final offer, which incorporates the milestones proposed by TSLAC:

Milestone	Completion Date	Payable Amount
1. Accessibility improvements to front page, including removing non-accessible content (e.g., help videos) and ensuring that any PDF files linked from the front page (e.g., help files) have tags identifying the structure of the text for screenreaders.	May 1, 2019	████████
2. Complete VPAT (Using template version 2.3 or later) submitted to TSLAC.	July 1, 2019	None
3. Accessibility improvements to interactive maps in the "Map Guide to the U.S. Federal Censuses, 1790-1920."	October 1, 2019	████████
4. Add a comment to record results pages indicating that content in index may not include all information available in the image. Optionally, include a statement to contact a librarian for assistance.	TBD	████████ This final payment is based on the assumption that Ancestry will have addressed all the necessary accessibility issues (they have confirmed that this should be done before October 1, 2019)
Total Price (17 months)		\$531,250

Thank you again for this opportunity.

Sincerely,

Kevin Serpanchy
Senior Sales Director

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VPAT™

Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: [25 February 2014](#)

Name of Product: [ProQuest HeritageQuest Online](#)

Contact for more Information (name/phone/email): [Bill Forsyth / 801.274.1414 / william.forsyth@proquest.com](#)

Summary Table

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<i>Criteria</i>	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating	9 fully supported, 2 partially supported, 1 not	HQO does not provide a method to

Systems	supported.	change the colors. Some legacy lists use check boxes in a non-standard way. This will be dealt with when HQO front end receives a full refresh.
Section 1194.22 Web-based Internet Information and Applications	13 fully supported, 2 partially supported, 1 not supported.	A few pages are not easily readable when style sheets are removed. A “text only” alternative page is not supplied for HQO. There is no feature in HQO to allow a user to skip repetitive tasks.
Section 1194.23 Telecommunications Products	Not applicable.	<i>HQO</i> is not a telecommunications product.
Section 1194.24 Video and Multi-media Products	Not applicable.	<i>HQO</i> is not a video or multimedia product.
Section 1194.25 Self-Contained, Closed Products	Not applicable.	<i>Digital Sanborn Maps</i> is not a self-contained, closed product.
Section 1194.26 Desktop and Portable Computers	Not applicable.	<i>HQO</i> is not a desktop or portable computer product.
Section 1194.31 Functional Performance Criteria	4 fully supported, 1 partially supported, 1 not supported.	An integral part of HQO is the display of images from various sources. While images can be sized, reversed, and otherwise manipulated, there is no mechanism to allow a screen reader to read the

		contents of an image displayed on the screen. User vision is required to read the displayed images.
Section 1194.41 Information, Documentation and Support	0 fully supported, 2 partially supported, 1 not supported.	Context sensitive help is available, but no special steps have been taken to make such information more accessible. Screen readers should be able to read the help pages without issue. Users can also contact our support center (contact information is in the product help pages) who can give assistance as well.

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Section 1194.21 Software Applications and Operating Systems – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be	Fully supported. The product is designed for keyboard access.	This applies to QWERTY keyboards.

<p>executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>		
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Fully supported. <i>HeritageQuest Online</i> does not disrupt/disable standard browser functionality. However, JavaScript must be enabled (turned on) within the browser settings/options.</p>	
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically</p>	<p>Fully supported. The current input focus can be discerned by assistive technology (using standard html code for forms, etc.).</p>	

<p>exposed so that Assistive Technology can track focus and focus changes.</p>		
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Partially supported. Text labels identify form fields. However, there are a few instances where form fields (such as check boxes) that are used to select search results do NOT have an html label field associated with it. Images used to represent functionality or actions have associated text labels (or alt/title text if a text label is not appropriate), but some images are used for “spacing” and such images do not have alt/title text.</p>	
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Fully supported. Standard and consistent images are used throughout <i>HeritageQuest Online</i>.</p>	<p>In this requirement, the term “bitmap” refers to a broad number of image formats, such as .bmp, .gif, .jpeg, .tif and .svg.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The</p>	<p>Fully supported. <i>HeritageQuest Online</i> uses standard HTML input elements as supported by all</p>	

minimum information that shall be made available is text content, text input caret location, and text attributes.	browsers. Any text written to the screen can be interpreted by assistive technologies.	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Not supported. <i>HeritageQuestOnline</i> has its own color scheme and does not permit customization.	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Fully supported. The product uses scrolling text in drop down lists each containing a selection for states, cities and coverage years. There is no non-animated presentation mode.	Self-scrolling and moving texts are considered animation.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Fully supported. Color is used to enhance usability in the product by drawing attention to certain areas of the screen, but color is never the only means of conveying important information.	This requirement is also addressed in provision 1194.25(g).
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Fully supported. Not applicable. <i>HeritageQuest Online</i> does not provide functionality to alter color or contrast.	See www.lighthouse.org/color_contrast.htm This requirement is also addressed in provision 1194.25(h).
(k) Software shall not use flashing or	Fully supported. <i>HeritageQuest</i>	Other elements include turning graphics on and off or changing

<p>blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p><i>Online</i> does not use flashing or blinking elements in the user interface.</p>	<p>between images. This requirement is also addressed in provisions 1194.22(j) and 1194.25(i).</p>
<p>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Partially supported. Most forms in the product have been coded with the necessary mark-up (use of labels/ids, fieldsets, etc.) to make them accessible to assistive technologies. However, a few exceptions (typically related to check boxes on results pages) do exist.</p>	<p>This requirement is also addressed in provision 1194.22(n).</p>

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Section 1194.22 Web-based Internet information and applications – Detail

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Criteria	Supporting Features	Remarks and explanations
<p>(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).</p>	<p>Fully supported. The images have appropriate alt text or attributes.</p>	<p>There are some images that are used as “spacers” that do not have alt text and</p>

		indeed should not.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Fully supported. The product does not contain any video or audio content.	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Fully supported. Color is used to enhance usability in the product by drawing attention to certain areas of the screen, but color is never the only means of delivering important information.	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Partially supported. Some pages are not easily readable when style sheets are disabled.	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Fully supported, i.e., not applicable. The product does not use server-side image maps.	
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Fully supported. All image maps are implemented on the client-side.	
(g) Row and column headers shall be identified for data tables.	Fully supported, i.e., not applicable. The product does not use data tables.	
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Fully supported, i.e., not applicable. The product does not use data tables.	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Fully supported. The product does not use frames.	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Fully supported. Graphics and other elements of the content do not flicker in the product.	
(k) A text-only page, with equivalent	Partially supported. Most	

information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	pages are compliant, but not all. A text-only page is not provided by the product.	
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Fully supported. Not applicable. Interface elements are not created by scripting languages in the product.	
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Fully supported.	Items such as images from the notebook can be downloaded in PDF format which would require Acrobat for offline reading, but items requiring Acrobat for offline viewing can be viewed online without the need for Acrobat.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Fully supported. No forms are designed to be completed online within the product.	
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not supported	
(p) When a timed response is required, the user shall be alerted	Fully supported. The product does not require	There is a time limit to the users'

and given sufficient time to indicate more time is required.	timed responses.	session. The user is alerted when the time limit is approaching and can extend their session if required.
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Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

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<p>Section 1194.23 Telecommunications Products</p> <p>– Detail</p> <p>VPAT™</p> <p>Voluntary Product Accessibility Template®</p>		
Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not applicable. <i>HeritageQuest Online</i> is not a telecommunications product.	
(b) Telecommunications products which include voice communication functionality shall support all	Not applicable. <i>HeritageQuest Online</i> is not a telecommunications	

commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	product.	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not applicable. <i>HeritageQuest Online</i> is not a telecommunications product.	
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not applicable. <i>HeritageQuest Online</i> is not a telecommunications product.	
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not applicable. <i>HeritageQuest Online</i> is not a telecommunications product.	
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not applicable. <i>HeritageQuest Online</i> is not a telecommunications product.	
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not applicable. <i>HeritageQuest Online</i> is not a telecommunications product.	
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not applicable. <i>HeritageQuest Online</i> is not a telecommunications product.	
(i) Interference to hearing	Not applicable.	

<p>technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>	<p><i>HeritageQuest Online</i> is not a telecommunications product.</p>	
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>	<p>Not applicable. <i>HeritageQuest Online</i> is not a telecommunications product.</p>	
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Not applicable. <i>HeritageQuest Online</i> is not a telecommunications product.</p>	
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Not applicable. <i>HeritageQuest Online</i> is not a telecommunications product.</p>	
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Not applicable. <i>HeritageQuest Online</i> is not a telecommunications product.</p>	

<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>	<p>Not applicable. <i>HeritageQuest Online</i> is not a telecommunications product.</p>	
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Section 1194.24 Video and Multi-media

Products – Detail

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Criteria	Supporting Features	Remarks and explanations
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically,</p>	<p>Not applicable. <i>HeritageQuest Online</i> is not a video or multimedia product.</p>	

<p>and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>		
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not applicable. <i>HeritageQuest Online</i> is not a video or multimedia product.</p>	
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	<p>Not applicable. <i>HeritageQuest Online</i> is not a video or multimedia product.</p>	
<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.</p>	<p>Not applicable. <i>HeritageQuest Online</i> is not a video or multimedia product.</p>	
<p>(e) Display or</p>	<p>Not applicable.</p>	

presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	<i>HeritageQuest Online</i> is not a video or multimedia product.	
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<p>Section 1194.25 Self-Contained, Closed Products – Detail</p> <p>VPAT™</p> <p>Voluntary Product Accessibility Template®</p>		
Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not applicable. <i>HeritageQuest Online</i> is not a self-contained, closed product.	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable. <i>HeritageQuest Online</i> is not a self-contained, closed product.	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not applicable. <i>HeritageQuest Online</i> is not a self-contained, closed product.	
(d) When biometric forms	Not applicable.	

<p>of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p><i>HeritageQuest Online</i> is not a self-contained, closed product.</p>	
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Not applicable. <i>HeritageQuest Online</i> is not a self-contained, closed product.</p>	
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not applicable. <i>HeritageQuest Online</i> is not a self-contained, closed product.</p>	
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual</p>	<p>Not applicable. <i>HeritageQuest Online</i> is not a self-contained, closed product.</p>	

element.		
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Not applicable. <i>HeritageQuest Online</i> is not a self-contained, closed product.	
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not applicable. <i>HeritageQuest Online</i> is not a self-contained, closed product.	
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	Not applicable. <i>HeritageQuest Online</i> is not a self-contained, closed product.	
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10	Not applicable. <i>HeritageQuest Online</i> is not a self-contained, closed product.	

<p>inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>		
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not applicable. <i>HeritageQuest Online</i> is not a self-contained, closed product.</p>	
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>	<p>Not applicable. <i>HeritageQuest Online</i> is not a self-contained, closed product.</p>	

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**Section 1194.26 Desktop and Portable
Computers – Detail**
VPAT™
Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not applicable. <i>HeritageQuest Online</i> is not a desktop or portable computer product	
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not applicable. <i>HeritageQuest Online</i> is not a desktop or portable computer product	
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not applicable. <i>HeritageQuest Online</i> is not a desktop or portable computer product	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not applicable. <i>HeritageQuest Online</i> is not a desktop or portable computer product	

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Section 1194.31 Functional Performance

Criteria – Detail

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Partially supported. <i>HeritageQuest Online</i> is not fully compliant and is not coded to work with screen readers in all aspects. User vision is required to view and read the census images from the national archives. There is currently no method available that Assistive Technology can read the contents of the census images.	
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Not supported. Census images can be enlarged or inversed, but no special provisions in the product are made for Assistive Technology to be able to read the census images provided by the US National Archives.	
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Fully supported, i.e., not applicable. <i>HeritageQuest Online</i> does not have audio content. User hearing is not required elsewhere in the product.	
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced	Fully supported, i.e., not applicable. <i>HeritageQuest Online</i> does not have audio content. User hearing is not required elsewhere in the product.	

auditory fashion, or support for assistive hearing devices shall be provided.		
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Fully supported, i.e., not applicable. <i>HeritageQuest Online</i> does not require user speech.	
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Fully supported, i.e., not applicable. <i>HeritageQuest Online</i> does not require fine motor control or simultaneous actions.	

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Section 1194.41 Information, Documentation and Support – Detail

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Partially supported. Context-sensitive, text-based (HTML) help is available from each page of the product which can be viewed online or printed. Product details are available	

	from the corporate site or on request. However, no special provisions have been made for Assistive Technology users.	
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Not supported. <i>HeritageQuest Online</i> does not provide an Accessibility Help page or alternate methods for obtaining accessibility and compatibility information.	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Partially supported. <i>HeritageQuest Online</i> does not provide an Accessibility Help page with support information for users with disabilities. There is a 'Contact Us' section and links in the Help Contents page with instructions on how users can direct queries or suggestions to our support staff. Details for accessing technical support can be found in the product. Users are provided with email, phone and fax contact details, and hours of operation.	

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Web Content Accessibility Guidelines (WCAG) 2.0 | Statement of Compliance

Date: February 13, 2019

Name of product: HeritageQuest Online, distributed by ProQuest LLC

Product website: <https://www.ancestryheritagequest.com/HQA>

Contact: William Forsyth, ProQuest | william.forsyth@proquest.com

WCAG website: <http://www.w3.org/WAI/WCAG20/quickref/>

Principle 1: Perceivable – information and user interface components must be presentable to users in ways they can perceive.

Standard	Description	Supports?	Comments
Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.			
1.1.1	<p>Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below (Level A).</p> <ul style="list-style-type: none"> • Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.) • Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for the additional requirements for media.) • Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. • CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. • Decorative, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology. 	Supports with one exception.	Interactive maps in the “Map Guide to the U.S. Federal Censuses, 1790-1920.” This census map collection is not accessible to keyboard navigation, or by screen readers.

ProQuest Proprietary and Business Confidential.

Standard	Description	Supports?	Comments
Guideline 1.2 Time-based Media: Provide alternatives for time-based media.			
1.2.1	<p>Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such (Level A):</p> <ul style="list-style-type: none"> • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. 	N/A	HeritageQuest does not provide time-based audio / video content.
1.2.2	Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)	N/A	HeritageQuest does not provide time-based audio / video content.
1.2.3	Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)	N/A	HeritageQuest does not provide time-based audio / video content.
1.2.4	Captions (Live): Captions are provided for all live audio content in synchronized media. (Level AA)	N/A	HeritageQuest does not provide time-based live audio content.
1.2.5	Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media. (Level AA)	N/A	HeritageQuest does not provide prerecorded video content.
1.2.6	Sign Language (Prerecorded): Sign language interpretation is provided for all prerecorded audio content in synchronized media. (Level AAA)	N/A	HeritageQuest does not provide prerecorded audio content.
1.2.7	Extended Audio Description (Prerecorded): Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all prerecorded video content in synchronized media. (Level AAA)	N/A	HeritageQuest does not provide prerecorded audio content.
1.2.8	Media Alternative (Prerecorded): An alternative for time-based media is provided for all prerecorded synchronized media and for all prerecorded video-only media. (Level AAA)	N/A	HeritageQuest does not provide time-based audio / video content.
1.2.9	Audio-only (Live): An alternative for time-based media that presents equivalent information for live audio-only content is provided. (Level AAA)	N/A	HeritageQuest does not provide live audio content.

Standard	Description	Supports?	Comments
Guideline 1.3 Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure.			
1.3.1	Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)	Supports.	
1.3.2	Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. (Level A)	Supports.	
1.3.3	Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (Level A)	Supports.	
Guideline 1.4 Distinguishable: Make it easier for users to see and hear content including separating foreground from background.			
1.4.1	Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)	Supports.	
1.4.2	Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (Level A)	N/A	HeritageQuest does not provide time-based audio / video content.
1.4.3	Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA) <ul style="list-style-type: none"> • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. 	Supports.	
1.4.4	Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)	Supports.	

Standard	Description	Supports?	Comments
1.4.5	<p>Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA)</p> <ul style="list-style-type: none"> • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. 	Supports.	<p>Except for record images (such as a census page image), HeritageQuest displays virtually no text as images. However, there are text-based <i>transcriptions</i> for column / row information, which make them accessible for keyboard navigation and to screen readers.</p> <p>Note: The technology to mass-convert <i>images</i> of handwritten, primary source documents (e.g., census pages) into accurate, screen-readable text on the fly does not yet exist. Therefore, record transcription pages are provided as the best solution and are screen reader compatible.</p>
1.4.6	<p>Contrast (Enhanced): The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following: (Level AAA)</p> <ul style="list-style-type: none"> • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. 	Partially supports.	<p>The majority of text on HeritageQuest pages meets the 7:1 ratio minimum.</p> <p>Record images, whether viewed in default black text on white background, or in an inverted color scheme (a user-available 'settings' option) have a contrast ratio of 12.7:1 or higher.</p>
1.4.7	<p>Low or No Background Audio: For prerecorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true: (Level AAA)</p> <ul style="list-style-type: none"> • No Background: The audio does not contain background sounds. • Turn Off: The background sounds can be turned off. • 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds. 	N/A	HeritageQuest does not provide time-based audio / video content.

Standard	Description	Supports?	Comments
1.4.8	<p>Visual Presentation: For the visual presentation of blocks of text, a mechanism is available to achieve the following: (Level AAA)</p> <ul style="list-style-type: none"> • Foreground and background colors can be selected by the user. • Width is no more than 80 characters or glyphs (40 if CJK). • Text is not justified (aligned to both the left and the right margins). • Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing. • Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window. 	Partially supports.	<ul style="list-style-type: none"> • Text is not justified. • In general, text blocks are less than 80 characters in width. • Line and paragraph spacing is liberal and meets the cited requirements. • Text can be resized to 200% with no horizontal scrolling. • Users cannot effect color or other UI changes.
1.4.9	<p>Images of Text (No Exception): Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed. (Level AAA)</p>	Partially supports.	<ul style="list-style-type: none"> • HeritageQuest provides text as images in buttons, film record images, and the HeritageQuest logo. • Record images are central to the HeritageQuest application. They are images of the actual census, military, or other historical records. HeritageQuest does supply an index for some images (depending on the collection), making the textual content in a record image accessible to both the keyboard (limited) and screen readers.

Principle 2: Operable - User interface components and navigation must be operable.

Standard	Description	Supports?	Comments
Guideline 2.1 Keyboard Accessible: Make all functionality available from a keyboard.			
2.1.1	<p>Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)</p>	Supports.	

Standard	Description	Supports?	Comments
2.1.2	No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. (Level A)	Supports.	Screen readable text for any given record image page (e.g., a census page) is found on the matching record transcription page. The page navigation on a record image page traps the cursor. However, this is a non-issue if the screen reader uses the transcription page instead.
2.1.3	Keyboard (No Exception): All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. (Level AAA)	N/A	HeritageQuest does not require specific timings for individual keystrokes.
Guideline 2.2 Enough Time: Provide users enough time to read and use content.			
2.2.1	<p>Timing Adjustable: For each time limit that is set by the content, at least one of the following is true: (Level A)</p> <ul style="list-style-type: none"> • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. 	N/A	HeritageQuest does not enforce time limits for user sessions, or for individual user tasks.

Standard	Description	Supports?	Comments
2.2.2	Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true: (Level A) <ul style="list-style-type: none"> • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. 	N/A	HeritageQuest does not provide any functionality or content that causes moving, blinking, scrolling, or auto-updating.
2.2.3	No Timing: Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events. (Level AAA)	N/A	HeritageQuest does not provide any functionality or content that enforces a timed response.
2.2.4	Interruptions: Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (Level AAA)	N/A	HeritageQuest does not push any updates or alerts to the user.
2.2.5	Re-authenticating: When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating. (Level AAA)	N/A	HeritageQuest sessions do not automatically time out.
Guideline 2.3 Seizures: Do not design content in a way that is known to cause seizures.			
2.3.1	Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. (Level A)	N/A	HeritageQuest does not do any flashing.
2.3.2	Three Flashes: Web pages do not contain anything that flashes more than three times in any one second period. (Level AAA)	N/A	HeritageQuest does not do any flashing.
Guideline 2.4 Navigable: Provide ways to help users navigate, find content, and determine where they are.			
2.4.1	Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)	Supports.	There are no large blocks of content repeated on every page. Blocks of content are grouped under headings or using structural elements.
2.4.2	Page Titled: Web pages have titles that describe topic or purpose. (Level A)	Supports.	HeritageQuest provides meaningful page titles and supporting subtitles.

Standard	Description	Supports?	Comments
2.4.3	Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)	Supports.	Focus order provides meaning and operation.
2.4.4	Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)	Supports.	Links in HeritageQuest convey the specific purpose, nature, or function behind the link.
2.4.5	Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (Level AA)	Supports.	Collections can be accessed from both the home page and the search page.
2.4.6	Headings and Labels: Headings and labels describe topic or purpose. (Level AA)	Supports.	HeritageQuest provides well-structured headings / subheadings, and appropriate, meaningful labels.
2.4.7	Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)	Supports.	Keyboard focus is visible across HeritageQuest.
2.4.8	Location: Information about the user's location within a set of Web pages is available. (Level AAA)	Supports.	As appropriate to the context (search, for example) breadcrumbs in HeritageQuest help orient users to their location in page hierarchies—Search > <collection name> for example.
2.4.9	Link Purpose (Link Only): A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general. (Level AAA)	Supports.	For example, in collection-specific links, the full collection name in the link is accessible to screen readers.
2.4.10	Section Headings: Section headings are used to organize the content. (Level AAA)	Supports.	

Principle 3: Understandable - Information and the operation of user interface must be understandable.

Standard	Description	Supports?	Comments
Guideline 3.1 Readable: Make text content readable and understandable			
3.1.1	Language of Page: The default human language of each Web page can be programmatically determined. (Level A)	Supports.	
3.1.2	Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA)	N/A	Languages other than English appear to display sparingly and involve mostly proper names of individuals or places in particular.
3.1.3	Unusual Words: A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon. (Level AAA)	Not supported.	HeritageQuest does not support linking to definitions of terms, idioms, or jargon.
3.1.4	Abbreviations: A mechanism for identifying the expanded form or meaning of abbreviations is available. (Level AAA)	Not supported.	HeritageQuest does not support linking to the expanded form or meaning of an abbreviation.
3.1.5	Reading Level: When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available. (Level AAA)	Not supported.	HeritageQuest does not support content geared to alternate reading-ability levels.
3.1.6	Pronunciation: A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation. (Level AAA)	Not supported.	
Guideline 3.2 Predictable: Make web pages appear and operate in predictable ways			
3.2.1	On Focus: When any component receives focus, it does not initiate a change of context. (Level A)	Supports.	Interactive page elements provide visual feedback to indicate focus. The page context remains intact.
3.2.2	On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. (Level A)	Supports.	HeritageQuest does not change task-specific contexts as a result of user selections.

Standard	Description	Supports?	Comments
3.2.3	Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)	Supports.	
3.2.4	Consistent Identification: Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)	Supports.	
3.2.5	Change on Request: Changes of context are initiated only by user request or a mechanism is available to turn off such changes. (Level AAA)	Supports.	HeritageQuest does not automatically change context independent of user actions.
Guideline 3.3 Input Assistance: Help users avoid and correct mistakes			
3.3.1	Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)	Supports.	
3.3.2	Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)	Supports.	
3.3.3	Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)	Supports.	
3.3.4	<p>Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: (Level AA)</p> <ul style="list-style-type: none"> • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. 	N/A	HeritageQuest does not present users with legal commitments, financial transactions, or the option to upload or store their own data.
3.3.5	Help: Context-sensitive help is available. (Level AAA)	Partially supports.	HeritageQuest provides context-sensitive help for some terms and labels.
3.3.6	<p>Error Prevention (All): For Web pages that require the user to submit information, at least one of the following is true: (Level AAA)</p> <ul style="list-style-type: none"> • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. 	Does not support.	

Principle 4: Robust - Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Standard	Description	Supports?	Comments
Guideline 4.1 Compatible: Maximize compatibility with current and future user agents, including assistive technologies			
4.1.1	Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)	Supports.	HeritageQuest appears to adhere to coding best practices. HeritageQuest users cannot set application preferences.
4.1.2	Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)	Supports.	HeritageQuest appears to adhere to coding best practices; name and role can be programmatically determined.