

Ex Libris Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.2 – July 2018

Name of Product/Version: Ex Libris Primo – Primo VE / May 2019 release

Product Description: Ex Libris Primo provides a fast, comprehensive, and personalized discovery solution with the intuitive user experience library patrons have come to expect. A single search interface provides a gateway to a wealth of scholarly content, including print, electronic and digital collections. Primo's sophisticated search and relevancy ranking algorithm ensures the most relevant results, based on the context of the search and the user's profile.

Date: April 2019

Contact information:

- Current customers: submit questions or issues by opening a case using the Support Portal.
- Prospective customers: contact Primo_Product_Management@exlibrisgroup.com

Notes: Ex Libris is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all Primo new Interface pages comply with

web accessibility guidelines. Due to the scale and complex nature of Primo Platform and services, this is an ongoing effort. We appreciate your feedback.

Evaluation Methods Used:

Ex Libris Primo code is checked for accessibility using a range of visual, and manual checks. We also engaged in 2018 an outside accessibility firm to review core workflows of the site. This evaluation included review and feedback by individuals with disabilities.

Other tools used to test accessibility include:

- NVDA with Firefox
- Color Contrast Analyzer provided by WebAIM
- Chrome aXe Extension
- Mozilla Web Developer Add-On
- Browser developer tools
- Manual keyboard checks
- Manual code inspection

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
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Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Primo is designed to support alternative access to non-text content wherever possible.</p> <p>Images used to represent functionality or actions have associated text labels (or alt /title text if a text label is not appropriate).</p> <p>Decorative images have blank alt text, so they will be ignored by assistive technology.</p> <p>Controls: Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.</p> <p>Exceptions</p> <ul style="list-style-type: none"> • Virtual Browse - images have missing ALT attributes • The term "Multiple Versions Image" is used for all image descriptions, regardless of whether the item is a Book, Journal, or is an item that is listed with Multiple Versions. This information should be specific to the element referenced. <p>Compliance of this standard was validated with NVDA with Firefox</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Not Applicable</p>	<p>There is no time-based and synchronized media</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There is no prerecorded audio
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There is no time-based media or audio description of the prerecorded video content
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>The site employs the following to support this:</p> <ul style="list-style-type: none"> labels/ids with form elements markup for lists & headings CSS to control the visual presentation of text Correct use of semantic markup (bold, italics, etc.) <p>Exceptions</p> <ul style="list-style-type: none"> In My Favorites – Search History, the heading element is empty Missing heading in sections: "How does this work?" " Where can I get help?" " Questions?" and " No records found" In Library Card, NVDA reads wrong identification of tabs in Firefox The first "Click to sign in, change language and access library card" button opens the main menu modal. There's no main heading in the modal.

Criteria	Conformance Level	Remarks and Explanations
		Compliance of this standard was validated by NVDA, Mozilla Web Developer Add-On and manual visual checks.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Content is ordered in a meaningful sequence even supporting facet to the left of the page.</p> <p>Exceptions</p> <ul style="list-style-type: none"> • In Browse – Content, it does not have a meaningful sequence <p>Compliance of this standard was validated by NVDA, Mozilla Web Developer Add-On and manual visual checks.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Instructions provided do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. Typically, descriptive text and labels are used.</p> <p>Compliance of this standard was validated using manual visual and keyboard checks.</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Color is used to enhance usability by drawing attention to certain areas of the screen.</p> <p>Color is not the only means of conveying information,</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>indicating an action, prompting a response, or distinguishing a visual element.</p> <p>Exceptions</p> <ul style="list-style-type: none"> Section "Where can I get help?" Hyperlinks are indicated by color alone <p>Compliance of this standard was validated using manual visual checks.</p>
<p>1.4.2 Audio Control (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There is no audio content
<p>2.1.1 Keyboard (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>This product is designed for keyboard access. Product functionality is available and executable from a keyboard.</p> <p>Exceptions</p> <ul style="list-style-type: none"> Advanced Search - Content presentation changes on mouse-over and changes differently on keyboard focus Full display: screen reader doesn't read non linked text when using keyboard navigation Tweak My Results -when using multiple selection of filters values there is no indication on "Apply Filters" button

Criteria	Conformance Level	Remarks and Explanations
		Compliance of this standard was validated using manual keyboard checks.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Focus can be moved to and away from components using only a keyboard.</p> <ul style="list-style-type: none"> • When using the keyboard to navigate through a full record display, a user is unable to navigate backwards (using shift+tab) out of the "Send To" area, same for navigating via the main menu links (Issue was reported by Ex Libris to Angular materials) <p>Compliance of this standard was validated using manual keyboard checks.</p>
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>This site does not require timed responses.</p> <p>There is a time limit to the user's session, however the user is alerted when the time limit is approaching and can extend their session if required.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> • <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>There is no moving, blinking, scrolling, or auto-updating content on the site.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	This product does not use flashing or blinking elements in the user interface.
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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 	Partially Supports	<p>Heading structure and landmark markup can be used to skip blocks of content. In addition "Skip Navigation" links allow to bypass the header, search bar etc...</p> <p>Exceptions</p> <ul style="list-style-type: none"> • Skip Links - "Skip to search" doesn't work • Collection Discovery - Skip links not present <p>Compliance of this standard was validated using manual keyboard checks.</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>All pages on the site have descriptive page titles. Primo allows customers to customize their own descriptive page titles.</p> <p>Exceptions</p> <ul style="list-style-type: none"> • Services Page in case of invalid record – missing page title <p>Compliance of this standard was validated using WAVE and manual visual checks.</p>
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	Page elements and functionality are placed in an order that follows the sequences and relationships in the content

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		Compliance of this standard was validated using manual keyboard checks.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Meaningful link text has been used throughout Primo. Where link text could be considered ambiguous, we have provided title attribute text with additional information.</p> <p>Exceptions</p> <ul style="list-style-type: none"> The pagination links are not clear to a screen reader user <p>Compliance of this standard was validated using manual visual checks and NVDA+Fireforx</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>The language of each page has been specified in the HTML.</p> <p>Compliance of this standard was validated using manual visual and keyboard checks.</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Context is not changed on focus alone.</p> <p>Compliance of this standard was validated using manual visual and keyboard checks.</p>
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Supports	<p>Context is not changed automatically – appropriate controls are provided.</p> <p>Compliance of this standard was validated using manual visual and keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) <p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Invalid fields are visual marked, required fields are marked</p> <p>Errors describe the problem and inform the user where the problem occurred</p> <p>Exceptions</p> <ul style="list-style-type: none"> In the "Personalize my results screen" when more than five disciplines are selected, the message appears on the screen is not announced Errors are not identified on submission of an empty or invalid form. Empty search query
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Labels or instructions are provided when content requires input. Upon focus on components important cues and instructions are provided.</p> <p>Exceptions</p> <ul style="list-style-type: none"> Send Email - Error messages have not been included in the LABEL element or programmatically associated with the input field Citation Linker – missing Month/Date field label Advanced Search - Date fields are not coded using the FIELDSET element Citation Linker - The Submit button text does not adequately describe the function of the button Advanced search – Day, Month, Year are missing labels or instructions about behavior or use of these form fields <p>Compliance of this standard was validated using manual visual checks and NVDA+Firefox</p>

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Pages conform to HTML web standards.</p> <p>Exceptions</p> <ul style="list-style-type: none"> • In Actions, when selecting one of the Action buttons (Citation, Email, etc), the tabbed interface is incorrectly implemented <p>Compliance of this standard was validated using WAVE and developer tools.</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Pages conform to HTML web standards, so the name and role of all UI components can be determined.</p> <p>Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.</p> <p>Exceptions</p> <ul style="list-style-type: none"> • Save Query is missing instructions how to "Turn on notification for this query" • When opening the main menu modal dialog, the content is wrapped with role="document" to keep NVDA from switching into forms mode, works in Chrome not in Firefox <p>Compliance of this standard was validated using WAVE and manual visual checks.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	The product does not contain live audio or video content.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	The product does not contain video content.
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The product meets minimum color contrast guidelines.</p> <p>Verified using WebAIM and Chrome aXe Extension</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Text can be resized, Primo designed to be responsive ensuring that the content remains usable when the text is resized.</p> <p>Verified using manual browser zooms</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	<p>HTML/CSS is used to present visual elements whenever possible.</p> <p>This standard was evaluated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) <p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	<p>More than one way is available to locate the following in Primo:</p> <ul style="list-style-type: none"> • Search results by using "Save Query" or "Search history" • Content can be found by using the Search bar from the Library search page or My Favorites page ... • Content can be found by navigating via the Main Menu links • My favorites allows user to navigate to his favorites records. • Primo allows patrons to email / print / push records to citations managers etc... <p>Compliance of this standard was validated using manual visual checks.</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Descriptive headings and labels have been used throughout the interface.</p> <p>Exceptions</p> <ul style="list-style-type: none"> • Meaningful label/alert message for loading graphic <p>Compliance of this standard was validated using manual visual checks and Mozilla Web Developer Add-On.</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p>	Supports	<p>The site has been implemented to support the default focus indicator for the device being used.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>In addition, most link text and other elements have been styled to change in visual appearance when the mouse hovers or tabs over them.</p> <p>For instance, on mouse hover, links are underlined. On tab focus, links are underlined and display a gray outline. Form input fields display with a heavier border on focus.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Single language is used on pages. Primo supports out of the box translations for 22 languages and allow to adjust the translations of pre-defined headings and labels</p> <p>Exceptions</p> <ul style="list-style-type: none"> • The content (e.g. searched titles, facet values) may include text that is in a different language than the primary language of document. The site is not coded to identify changes to language in the content. • Also content integrated from other systems i.e. bX recommendations or Syndetics Unbound will remain with its original language.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	Supports	<p>The primary site navigation links appear in the same place and the same order on every page of the site.</p> <p>Compliance of this standard was validated using manual</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		visual checks.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	<p>Care has been taken to identify components with the same functionality consistently throughout the site.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Suggestions for error correction are made when applicable.</p> <p>Exceptions</p> <ul style="list-style-type: none"> In Send Email, the error messages have not been included in the LABEL element or programmatically associated with the input field <p>Compliance of this standard was validated using manual visual checks.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>Primo is coded to work with screen readers and other assistive technologies, taking in mind the needs of people without vision. However there are some issues that may affect the user. These exceptions are listed in the following sections:</p> <p>Exceptions</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard (Level A) • 2.4.4 Link Purpose (In Context) (Level A) • 3.3.2 Labels or Instructions (Level A) • 3.3.1 Error Identification (Level A) • 4.1.2 Name, Role, Value (Level A)
302.2 With Limited Vision	Partially Supports	<p>Primo is coded to work with screen readers and other assistive technologies. In addition, text size can be adjusted through standard browser functionality. However there are some issues that may affect the user. These exceptions are listed in the following sections:</p> <p>Exceptions</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard (Level A) • 2.4.4 Link Purpose (In Context) (Level A) • 3.3.1 Error Identification (Level A) • 3.3.2 Labels or Instructions (Level A) • 4.1.2 Name, Role, Value (Level A)
302.3 Without Perception of Color	Supports	<p>Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>distinguishing a visual element.</p> <p>If needed, the product's CSS can be overridden using the browser.</p>
302.4 Without Hearing	Supports	User hearing is not required to use features that are available in the product.
302.5 With Limited Hearing	Supports	User hearing is not required to use features that are available in the product.
302.6 Without Speech	Supports	User hearing is not required to use features that are available in the product.
302.7 With Limited Manipulation	Partially Supports	<p>All screen elements are designed to be accessible for users with poor motor control (e.g., clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key.</p> <p>Exceptions</p> <p>In a few cases controls are not reachable with keyboard only (see 2.1.1 Keyboard (Level A))</p>
302.8 With Limited Reach and Strength	Partially Supports	<p>At least one mode of operation that is operable with limited reach and limited strength.</p> <p>Exceptions</p> <p>In a few cases controls are not reachable with keyboard only (see 2.1.1 Keyboard (Level A))</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<p>The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p> <p>For example:</p> <ul style="list-style-type: none"> • Audio does not automatically play on load, minimizing distractions. • Form fields are presented in a standard, consistent way across the product. <p>Form elements are properly labeled.</p>

Chapter 4: Hardware

Notes: This section is not applicable to this web product and has been removed.

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	Primo is coded in a consistent way not interfere with accessibility features that are available through the user’s operating system or browser. For example, users can use high contrast mode, text resize, and speech output.
502.2.2 No Disruption of Accessibility Features	Supports	Primo is coded in a way so that platform features that are defined in the platform documentation as accessibility features are no disrupted.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	<p>Primo is coded in a way so that object role, state(s), properties, boundary, name, and description are available for assistive technology.</p> <p>Exceptions</p> <p>In a few cases control names and states are not available to the user (see 3.3.2 Labels or Instructions (Level A)) and 4.1.2 Name, Role, Value (Level A)).</p>
502.3.2 Modification of Object Information	Partially Supports	<p>Primo is coded in a way so that states and properties states and properties that can be set by the user are capable of being set programmatically, including through assistive technology.</p> <p>Exceptions</p> <ul style="list-style-type: none"> • 3.3.2 Labels or Instructions (Level A)

Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	Supports	Primo is coded in a way to programmatically identify tabular controls as tables and expose row and column headers for a table control.
502.3.4 Values	Partially Supports	<p>Primo is coded in a way to expose the current value of all user interface controls.</p> <p>If user interface controls represent one of a range of values, programmatically exposing the minimum and maximum values to determine the range of allowed values</p> <p>Exceptions</p> <ul style="list-style-type: none"> • see 3.3.2 Labels or Instructions (Level A)
502.3.5 Modification of Values	Partially Supports	<p>Primo is coded in a way so that the value of a user interface control can be set by the user, allowing the value to be set programmatically including through assistive technology</p> <p>Exceptions</p> <ul style="list-style-type: none"> • 3.3.2 Labels or Instructions (Level A)
502.3.6 Label Relationships	Partially Supports	<p>Primo is coded in a way exposing labels, exposing relationships between a control and any text or other component that provides additional information about the control such as description, instructions, grouping or identifying a required field.</p> <p>Exceptions</p> <ul style="list-style-type: none"> • 3.3.2 Labels or Instructions (Level A)
502.3.7 Hierarchical Relationships	Partially Supports	Primo is coded in a way to programmatically expose the parent of all user interface

Criteria	Conformance Level	Remarks and Explanations
		<p>objects, expose the children, if any, of all user interface objects, and expose any relations between user interface objects and those that contain them</p> <p>Exceptions</p> <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value (Level A)
502.3.8 Text	Supports	Primo is coded in a way to expose the content of text objects, text attributes, and the boundary of text rendered to the screen
502.3.9 Modification of Text	Supports	Primo is coded in a way so that when the rich text is editable, it exposes the ability to cut, copy, paste, insert and set the attributes of the text
502.3.10 List of Actions	Partially Supports	<p>Primo is coded in a way to expose all actions that can be executed on an object</p> <p>Exceptions</p> <ul style="list-style-type: none"> • 2.4.4 Link Purpose (In Context) (Level A) • 3.3.2 Labels or Instructions (Level A) • 4.1.2 Name, Role, Value (Level A)
502.3.11 Actions on Objects	Partially Supports	<p>Primo is coded in a way to expose all actions that can be executed on an object</p> <p>Exceptions</p> <ul style="list-style-type: none"> • 2.4.4 Link Purpose (In Context) (Level A) • 3.3.2 Labels or Instructions (Level A) • 4.1.2 Name, Role, Value (Level A)
502.3.12 Focus Cursor	Partially Supports	The current input focus can be discerned by assistive technology (using standard html code for forms, etc.).

Criteria	Conformance Level	Remarks and Explanations
		<p>Exceptions</p> <ul style="list-style-type: none"> • 2.4.7 Focus Visible (Level AA)
502.3.13 Modification of Focus Cursor	Partially Supports	<p>Users are able to modify the location of focus (for user focusable controls), the text insertion point (caret) (when a caret exists), and change selection attributes of objects (when text and items can be selected by the user).</p> <p>This standard was evaluated using keyboard and manual visual checks.</p> <p>Exceptions</p> <ul style="list-style-type: none"> • 2.4.7 Focus Visible (Level AA)
502.3.14 Event Notification	Partially Supports	<p>Primo is coded in a way to notify assistive technologies (AT) of events relevant to user interactions, including but not limited to changes in the component's state(s), value, name, description, or boundary</p> <p>Exceptions</p> <ul style="list-style-type: none"> • 3.3.1 Error Identification (Level A)
502.4 Platform Accessibility Features	Supports	<p>This product is coded in a way to:</p> <ul style="list-style-type: none"> • Enable sequential entry of multiple (chorded) keystrokes • Provide adjustment of delay before key acceptance • Provide adjustment of same-key double-strike

Criteria	Conformance Level	Remarks and Explanations
		<p>acceptance</p> <p>Note: there is no audio or video output</p>
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	<p>Primo is coded to:</p> <p>Support systems settings for high contrast for all user interface controls and client area content</p> <p>Inherit system settings for color, font type and font size for all elements of the user interface</p> <p>Inherit system settings for the focus cursor</p> <p>The CSS style sheet can be overridden in the product using the browser settings.</p> <p>Compliance of this standard was validated using manual visual checks and browser contrast plugins</p>
503.3 Alternative User Interfaces	Not Applicable	Primo doesn't provide alternative user interface that functions as assistive technology
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	There is no audio or video content
503.4.2 Audio Description Controls	Not Applicable	There is no audio or video content
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	There are no web content authoring tools

Criteria	Conformance Level	Remarks and Explanations
504.2.2 PDF Export	Not Applicable	There are no web content authoring tools
504.3 Prompts	Not Applicable	There are no web content authoring tools
504.4 Templates	Not Applicable	There are no web content authoring tools

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		
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation		
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

This report does not cover the following product areas:

- **Primo Admin**
- **Primo Analytics** uses Oracle Business Intelligence (OBI), a third-party tool. Please see Oracle's [accessibility statement](#)
- **Primo Studio**

Legal Disclaimer (Company)

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