Project MUSE Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Project MUSE / https://muse.jhu.edu

Report Date: June 30, 2024

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

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

Notes: This is an update of the previous version 2.4Rev

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

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)

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"Voluntary Product Accessibility Template" and "VPAT" are registered
service marks of the Information Technology Industry Council (ITI)   Page **1** of **45**

Standard/Guideline	Included In Report
[Web Content Accessibility Guidelines 2.1](#)	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
[Web Content Accessibility Guidelines 2.2](#)	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
[Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)	(Yes)
[EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)](#) *AND* [EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)](#)	(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 only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE provides text alternatives to all produced and hosted content. Note: Text alternative content not created by MUSE may vary in quality based on what is submitted by the respective publisher.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE generated content is available in multiple media formats. Publisher-submitted content may not have sufficient content alternatives in place.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE generated content is available in multiple media formats. Publisher-submitted content may not have sufficient content alternatives in place.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE generated content is available in multiple media formats. Publisher-submitted content may not have sufficient content alternatives in place.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not	MUSE is coded to be intelligible to screen readers using semantic markup and relevant id/label attributes. PDF content can vary in accessibility based on the quality of the data provided by publishers, which is not under MUSE's control.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Applicable	
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE is coded to be sequentially consistent, though generally it is not necessary to interpret our content. PDF content can vary in accessibility based on the quality of the data provided by publishers, which is not under MUSE's control.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Multiple means of interpreting UI elements and control objects are available in each relevant instance.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE uses multiple visual means of distinguishing objects. As an example, hovering over links can change any combination of cursor form, background color, text color, or text decoration.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE does not use auto-play features on any audio or video content.

Criteria	Conformance Level	Remarks and Explanations

2.1.1 Keyboard (Level A)
Also applies to:
EN 301 549 Criteria
  • 9.2.1.1 (Web)
  • 10.2.1.1 (Non-web document)
  • 11.2.1.1.1 (Open Functionality Software)
  • 11.2.1.1.2 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Not Applicable
	Closed: See information in 5.1.3.1 through 5.1.3.16
	Authoring Tool: Not Applicable
		MUSE is fully keyboard accessible and does not use any timing-based interactions.

2.1.2 No Keyboard Trap (Level A)
Also applies to:
EN 301 549 Criteria
  • 9.2.1.2 (Web)
  • 10.2.1.2 (Non-web document)
  • 11.2.1.2 (Open Functionality Software)
  • 11.2.1.2 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Not Applicable
	Closed: Not Applicable
	Authoring Tool: Not Applicable
		Focus can be entered and exited from any location on Project MUSE without becoming locked in a single position.

2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
  • 9.2.1.4 (Web)
  • 10.2.1.4 (Non-web document)
	Web: Not Applicable
	Electronic Docs: Not Applicable
	Software: Not Applicable
	Closed: See information in
		MUSE has not implemented character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	5.1.3.1 through 5.1.3.16 Authoring Tool: Not Applicable	
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE does not place time limits on its content or interface in this way.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE does not use moving, blinking, scrolling, or auto-updating information.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE does not use any flashing content.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Authoring Tool: Not Applicable	A 'Skip to Content' link is available on every page on MUSE that directs users past repetitive navigation.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not	MUSE page titles are descriptive of the content contained within, regardless of the page's context.

Criteria	Conformance Level	Remarks and Explanations
9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Applicable	
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Navigation by focus on MUSE flows in a logical order sitewide.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software 11.8.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE-generated links can have their targets and meaning determined either from the link's text or its attributes/context. Publisher supplied links may not always follow this rule.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE does not use multipoint gestures. Instances of path-based gestures (click-and-drag) also provide alternative controls without a path-based gesture.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE functionality generally involves no down-events. Instances where there are click-and-drag functions allow the user to abort or undo the function.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not	MUSE controls use labels and/or accessible names.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Applicable	
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE does not use motion-activated functionality.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE pages are coded with English as a default language.
3.2.1 On Focus (Level A) Also applies to:	Web: Supports Electronic Docs: Supports	MUSE does not initiate context changes on component focus.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE does not initiate context changes on component focus.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	MUSE offers links to contact and support pages consistently throughout.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable	Input errors are highlighted by color, text, attribute, or combinations of all 3.

Criteria	Conformance Level	Remarks and Explanations
• 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Authoring Tool: Not Applicable	
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Input fields are paired with labels or related text explaining the input requirements.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	MUSE does not have any multi-step processes that require a user to re-enter information from a previous step.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria • 9.4.1.1 (Web)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

Criteria	Conformance Level	Remarks and Explanations
• 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		MUSE is coded to the XHTML 4.01 standard and all submitted XML conforms to the NLM 2.3 Journal Archiving and Interchange Tag Set. Adhering to those standards fulfills the criteria.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	MUSE UI components are labeled and named appropriately. Logical components on each page are given role attributes to give assistive technology a better navigational foothold. State changes and values can be programmatically determined.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE generated content is available in multiple media formats. Publisher-submitted content may not have sufficient content alternatives in place.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE generated content is available in multiple media formats. Publisher-submitted content may not have sufficient content alternatives in place.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Web: Supports	MUSE does not restrict its view and operation to a single

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE uses labels and/or accessible names to identify the purpose of input fields.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE content is represented generally with black text on a white background, or occasionally dark blue over an off-white background. This contrast is consistent with a 4.5:1 requirement.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE does not lose functionality from resizing text.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	MUSE generally does not use images of text. In situations where the text is in a non-UTF compatible format (for instance: a special symbol or logo, or a character from a non-UTF language,) that text can be derived from the PDF. Publisher-submitted content may include images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Supports Software: Not Applicable	MUSE content, text and images, reflows according to CSS that allows for responsive design.

Criteria	Conformance Level	Remarks and Explanations
• 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Closed: Not Applicable Authoring Tool: Not Applicable	
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Partially Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE icons and graphics use a contrast ratio of at least 3:1 against adjacent colors. The focus appearance of components is determined by the user agent and not modified by MUSE.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE content allows for the override of the spacing of letters, words, and line height.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Supports Software: Not Applicable	MUSE content that appears on hover or focus is hoverable, persistent and dismissable.

Criteria	Conformance Level	Remarks and Explanations
9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Closed: Not Applicable Authoring Tool: Not Applicable	
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Authoring Tool: Not Applicable	MUSE employs at least two ways to access specific webpages. Informational pages have their places in navigation in the header and footer, and content pages can be reached through multiple iterations of the search and browse interfaces.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 11.2.4.6 (Open Functionality Software) 11.2.4.6 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	MUSE uses descriptive headings and labels to provide topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Focus is either represented through manual CSS text decoration or with browser-defined focus settings. This focus is visible against MUSE pages.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Items on MUSE receiving keyboard focus are always partially visible in the user's viewport.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	MUSE does not rely on dragging for user actions.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Targets on MUSE meet the minimum size and have sufficient spacing around them.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply	Web: Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	When parts of a document on MUSE are not in the default page language, those parts are specified by their appropriate language code.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Authoring Tool: Not Applicable	MUSE is generated with consistent templates, so navigational items are identical throughout the site.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports Electronic Docs: Supports Authoring Tool: Not Applicable	MUSE is generated with consistent templates, so components in general are identical throughout the site.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		

3.3.3 Error Suggestion (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.3.3 (Web)
   • 10.3.3.3 (Non-web document)
   • 11.3.3.3 (Open Functionality Software)
   • 11.3.3.3 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Not Applicable
	Closed: Not Applicable
	Authoring Tool: Not Applicable
		If a user triggers an input error, MUSE specifies what the error is and gives context on how to fix it.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.3.4 (Web)
   • 10.3.3.4 (Non-web document)
   • 11.3.3.4 (Open Functionality Software)
   • 11.3.3.4 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Software: Not Applicable
	Closed: Not Applicable
	Authoring Tool: Not Applicable
		MUSE does not use legal or financial transactions on its webpages. Modification or deletion of data is not permanent and may be reversed in a plethora of ways, though generally this is done by re-uploading content (in the case of publishers.) As a last resort, a user may always contact MUSE via Customer Support to resolve an issue.

3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	A cognitive function test is not required for any step in authentication on the MUSE platform.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Not Applicable	MUSE status messages can be programmatically determined through role or properties.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

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

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

Chapter 4: [Hardware](#)

Notes:

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

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

Criteria	Conformance Level	Remarks and Explanations
408.3 Flashing	Not Applicable	Not Applicable
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	Not Applicable
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	Not Applicable
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	Not Applicable
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	Not Applicable
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Not Applicable
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Not Applicable
412.3.2 Wireline Handsets	Not Applicable	Not Applicable
412.4 Digital Encoding of Speech	Not Applicable	Not Applicable
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	Not Applicable
412.7 Video Communication	Not Applicable	Not Applicable
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	Not Applicable
412.8.2 Voice and Hearing Carry Over	Not Applicable	Not Applicable
412.8.3 Signal Compatibility	Not Applicable	Not Applicable
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	Not Applicable
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	Not Applicable
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Not Applicable
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Not Applicable
414.1.2 Other ICT	Not Applicable	Not Applicable
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
415.1.2 Audio Description Controls	Not Applicable	Not Applicable

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	MUSE does not disrupt or disable any external applications or their features.
502.2.2 No Disruption of Accessibility Features	Supports	MUSE does not disrupt or disable any external applications or their features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	MUSE UI components are labeled and named appropriately. Logical components on each page are given role attributes to give assistive technology a better navigational foothold. State changes and values can be programmatically determined.
502.3.2 Modification of Object Information	Supports	MUSE allows for user modification of object information.
502.3.3 Row, Column, and Headers	Partially Supports	MUSE-created tables have properly coded headers. Publisher-supplied content (which MUSE cannot alter) may not contain fully identified table headers.
502.3.4 Values	Supports	MUSE UI components are labeled and named appropriately. Logical components on each page are given role attributes to give assistive technology a better

Criteria	Conformance Level	Remarks and Explanations
		navigational foothold. State changes and values can be programmatically determined.
502.3.5 Modification of Values	Supports	MUSE allows for user modification of values.
502.3.6 Label Relationships	Supports	MUSE fully supports Assistive Technology. Direction flows logically, using labels and IDs as cues.
502.3.7 Hierarchical Relationships	Supports	MUSE fully supports Assistive Technology. Direction flows logically, using labels and IDs as cues.
502.3.8 Text	Supports	MUSE UI components are labeled and named appropriately. Logical components on each page are given role attributes to give assistive technology a better navigational foothold. State changes and values can be programmatically determined.
502.3.9 Modification of Text	Supports	MUSE allows for user modification of text.
502.3.10 List of Actions	Supports	MUSE UI components provide where relevant a list of actions programmatically determinable by assistive technologies.
502.3.11 Actions on Objects	Supports	MUSE UI components allows where relevant for actions to be executed by assistive technologies.
502.3.12 Focus Cursor	Supports	Browser-default outlines indicate current keyboard focus.
502.3.13 Modification of Focus Cursor	Supports	MUSE allows for user modifications to the focus cursor.
502.3.14 Event Notification	Supports	Notifications of changes are available to users, including assistive technologies.
502.4 Platform Accessibility Features	Supports	MUSE does not disrupt or disable any external applications or their features.

Criteria	Conformance Level	Remarks and Explanations
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	MUSE does not override or modify user-selected color or contrast settings.
503.3 Alternative User Interfaces	Supports	MUSE does not provide alternative user interfaces.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Partially Supports	MUSE generated content is available in multiple media formats and supports caption controls. Publisher-submitted content may not have sufficient content alternatives in place.
503.4.2 Audio Description Controls	Partially Supports	MUSE generated content is available in multiple media formats and supports audio description controls. Publisher-submitted content may not have sufficient content alternatives in place.
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.x](#) section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Not Applicable
504.2.2 PDF Export	Not Applicable	Not Applicable
504.3 Prompts	Not Applicable	Not Applicable
504.4 Templates	Not Applicable	Not Applicable

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	MUSE provides a webpage describing its accessibility features and links to relevant documentation.
602.3 Electronic Support Documentation	See [WCAG 2.x](#) section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Support documentation may be requested from MUSE for no additional charge by contacting MUSE by mail, email, or phone. Contact information is listed in our footer on every page and is compatible with Assistive Technologies.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	MUSE provides a webpage describing its accessibility features and links to relevant documentation. Support documentation may be requested from MUSE for no additional charge by contacting MUSE by mail, email, or phone.
603.3 Accommodation of Communication Needs	Supports	Training and instructional content is provided in both PowerPoint and fully captioned video formats. MUSE Customer Support accepts inquiries by mail, email, and phone, and will adapt their communications to the needs of our users.

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	MUSE is compatible with Assistive Technologies and supports the use of screen readers for the visually impaired.
4.2.2 Usage with limited vision	Supports	MUSE is compatible with Assistive Technologies and supports the use of screen readers for the visually impaired.
4.2.3 Usage without perception of colour	Supports	MUSE does not use color as only means of conveying information.
4.2.4 Usage without hearing	Supports	MUSE does not use audio cues or triggers as a means of operation or information retrieval.
4.2.5 Usage with limited hearing	Supports	MUSE does not use audio cues or triggers as a means of operation or information retrieval.
4.2.6 Usage with no or limited vocal capability	Supports	MUSE does not require speech to operate or retrieve information. In contacting Customer Service, a user may use email or physical mail as a mode of communication (rather than contact by telephone.)
4.2.7 Usage with limited manipulation or strength	Supports	MUSE is fully keyboard accessible. Actions can be executed either by mouse or keyboard, and MUSE does not use simultaneous actions in either form as a method of operation or information retrieval.

Criteria	Conformance Level	Remarks and Explanations
4.2.8 Usage with limited reach	Supports	MUSE is fully keyboard accessible. Actions can be executed either by mouse or keyboard, and MUSE does not use simultaneous actions in either form as a method of operation or information retrieval.
4.2.9 Minimize photosensitive seizure triggers	Supports	MUSE does not use any flashing content.
4.2.10 Usage with limited cognition, language or learning	Supports	MUSE does not function in a way that is prohibitive to users with cognitive or learning impairments.
4.2.11 Privacy	Supports	MUSE allows for privacy to be maintained when using features for accessibility.

Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	Not Applicable
5.1.3.2 Auditory output delivery including speech	Not Applicable	Not Applicable
5.1.3.3 Auditory output correlation	Not Applicable	Not Applicable
5.1.3.4 Speech output user control	Not Applicable	Not Applicable
5.1.3.5 Speech output automatic interruption	Not Applicable	Not Applicable
5.1.3.6 Speech output for non-text content	Not Applicable	Not Applicable
5.1.3.7 Speech output for video information	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
5.1.3.8 Masked entry	Not Applicable	Not Applicable
5.1.3.9 Private access to personal data	Not Applicable	Not Applicable
5.1.3.10 Non-interfering audio output	Not Applicable	Not Applicable
5.1.3.11 Private listening volume	Not Applicable	Not Applicable
5.1.3.12 Speaker volume	Not Applicable	Not Applicable
5.1.3.13 Volume reset	Not Applicable	Not Applicable
5.1.3.14 Spoken languages	Not Applicable	Not Applicable
5.1.3.15 Non-visual error identification	Not Applicable	Not Applicable
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	Not Applicable
5.1.4 Functionality closed to text enlargement	Not Applicable	Not Applicable
5.1.5 Visual output for auditory information	Not Applicable	Not Applicable
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	Not Applicable
5.1.7 Access without speech	Not Applicable	Not Applicable
5.2 Activation of accessibility features	Not Applicable	Not Applicable
5.3 Biometrics	Not Applicable	Not Applicable
5.4 Preservation of accessibility information during conversion	Not Applicable	Not Applicable
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	Not Applicable
5.5.2 Operable parts discernibility	Not Applicable	Not Applicable
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	Not Applicable
5.6.2 Visual status	Not Applicable	Not Applicable
5.7 Key repeat	Not Applicable	Not Applicable
5.8 Double-strike key acceptance	Not Applicable	Not Applicable
5.9 Simultaneous user actions	Not Applicable	Not Applicable

Chapter 6: ICT with Two-Way Voice Communication

Notes:

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

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Partially Supports	MUSE generated content is available in multiple media formats and supports captioning. Publisher-submitted content may not have sufficient content alternatives in place.
7.1.2 Captioning synchronization	Partially Supports	MUSE generated content is available in multiple media formats and supports captioning. Publisher-submitted content may not have sufficient content alternatives in place.
7.1.3 Preservation of captioning	Partially Supports	MUSE generated content is available in multiple media formats and supports captioning. Publisher-submitted content may not have sufficient content alternatives in place.
7.1.4 Captions characteristics	Partially Supports	MUSE content that is captioned has only is limited to one type of captioning supported by the video player used on the MUSE platform.
7.1.5 Spoken subtitles	Partially Supports	MUSE content that is captioned has only is limited to one type of captioning supported by the video player used on the MUSE platform.

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

Chapter 8: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	Not Applicable	Not Applicable
8.1.3 Colour	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	Not Applicable	Not Applicable
8.2.1.2 Incremental volume control	Not Applicable	Not Applicable
8.2.2.1 Fixed-line devices	Not Applicable	Not Applicable
8.2.2.2 Wireless communication devices	Not Applicable	Not Applicable
8.3 Stationary ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach	Not Applicable	Not Applicable
8.3.2.2 Unobstructed low forward reach	Not Applicable	Not Applicable
8.3.2.3.1 Clear space	Not Applicable	Not Applicable
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	Not Applicable
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	Not Applicable
8.3.2.4 Knee and toe clearance width	Not Applicable	Not Applicable
8.3.2.5 Toe clearance	Not Applicable	Not Applicable
8.3.2.6 Knee clearance	Not Applicable	Not Applicable
8.3.3.1 Unobstructed high side reach	Not Applicable	Not Applicable
8.3.3.2 Unobstructed low side reach	Not Applicable	Not Applicable
8.3.3.3.1 Obstructed (≤ 255 mm) side reach	Not Applicable	Not Applicable
8.3.3.3.2 Obstructed (≤ 610 mm) side reach	Not Applicable	Not Applicable
8.3.4.1 Change in level	Not Applicable	Not Applicable
8.3.4.2 Clear floor or ground space	Not Applicable	Not Applicable
8.3.4.3.2 Forward approach	Not Applicable	Not Applicable
8.3.4.3.3 Parallel approach	Not Applicable	Not Applicable
8.3.5 Visibility	Not Applicable	Not Applicable
8.3.6 Installation instructions	Not Applicable	Not Applicable
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Not Applicable	Not Applicable
8.4.2.1 Means of operation of mechanical parts	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
8.4.2.2 Force of operation of mechanical parts	Not Applicable	Not Applicable
8.4.3 Keys, tickets and fare cards	Not Applicable	Not Applicable
8.5 Tactile indication of speech mode	Not Applicable	Not Applicable

Chapter 9: Web *(see WCAG 2.x section)*

Notes:

Chapter 10: Non-Web Documents

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	Not Applicable
10.6 Audio description timing	Not Applicable	Not Applicable

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through

Criteria	Conformance Level	Remarks and Explanations
		11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	MUSE itself is not an assistive technology.
11.5.2.5 Object information	Supports	MUSE UI components are labeled and named appropriately. Logical components on each page are given role attributes to give assistive technology a better navigational foothold. State changes and values can be programmatically determined.
11.5.2.6 Row, column, and headers	Partially Supports	MUSE-created tables have properly coded headers. Publisher-supplied content (which MUSE cannot alter) may not contain fully identified table headers.
11.5.2.7 Values	Supports	MUSE UI elements that take inputs are compatible with assistive technologies.
11.5.2.8 Label relationships	Supports	MUSE UI elements are described semantically with labels and ids, as well as ARIA landmarks and labels where appropriate. Relevant images are titled and captioned with alt-text attributes accordingly.
11.5.2.9 Parent-child relationships	Supports	MUSE fully supports Assistive Technology. Direction flows logically, using labels and IDs as cues.
11.5.2.10 Text	Supports	MUSE UI components are labeled and named appropriately. Logical components on each page are given role attributes to give assistive technology a better navigational foothold. State changes and values can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.11 List of available actions	Supports	MUSE UI components provide where relevant a list of actions programmatically determinable by assistive technologies.
11.5.2.12 Execution of available actions	Supports	MUSE UI components allows where relevant actions to be executed by assistive technologies.
11.5.2.13 Tracking of focus and selection attributes	Supports	MUSE allows for tracking of focus and selection in the UI.
11.5.2.14 Modification of focus and selection attributes	Supports	MUSE does not disrupt or disable any external applications or their features.
11.5.2.15 Change notification	Supports	MUSE allows for change notifications.
11.5.2.16 Modifications of states and properties	Supports	MUSE allows for modification of states and properties.
11.5.2.17 Modifications of values and text	Supports	MUSE allows for modification of values and text.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	Not Applicable
11.6.2 No disruption of accessibility features	Not Applicable	Not Applicable
11.7 User preferences	Not Applicable	Not Applicable
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Not Applicable
11.8.4 Repair assistance	Not Applicable	Not Applicable
11.8.5 Templates	Not Applicable	Not Applicable

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	MUSE provides a webpage describing its accessibility features and links to relevant documentation. Support documentation may be requested from MUSE for no additional charge by contacting MUSE by mail, email, or phone.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	MUSE provides a webpage describing its accessibility features and links to relevant documentation.
12.2.3 Effective communication	Supports	Support documentation may be requested from MUSE for no additional charge by contacting MUSE by mail, email, or phone. Contact information is listed in our footer on every page and is compatible with Assistive Technologies.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes:

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

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