VPAT Accessibility Conformance Report

(Based on ITI VPAT©)

Name of Product	**ClinicalKey AI iOS 1.1.6**
Date Last Updated	February 2, 2026
Applicable Standards/Guidelines	This document rates ClinicalKey AI iOS 1.1.6 according to the W3C WCAG 2.2 A and AA requirements.
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Testing Tools and Methods	• Manual accessibility testing using:
	  o VoiceOver
	  o Voice Control
	  o Full Keyboard Access
	• Contrast testing using Contrast Tester for WCAG app

Document Sections	This review document includes all WCAG 2.2 A and AA checkpoints, organized into 7 logical sections: • Visuals • Keyboard • Headings and Structure • Labeling • Multimedia • Usability • Mobile User Experience
Pages Covered	• Sign In/Out • Ask • Ask Result Page • References • Ask Follow-up Question • My CME • Redeem CME • CME History • Redeem MOC • MOC History • Manage Boards • Settings • How it Works • Registered User Agreement • Terms & Conditions • Privacy Policy • Cookies • Accessibility • Copyright Notice • App Information

Terms	• **Supports**: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation. • **Partially supports**: Some functionality of the product does not meet the criteria. • **Does not support**: Majority of functionality of the product does not meet the criteria. • **Supports (N/A):** According to W3C on conformance, "If there is no content to which a success criterion applies, the success criterion is satisfied."
Notes/Terminology	• “AT” stands for Assistive Technology such as screen readers, voice input, etc.

Conformance Summary

WCAG 2.2 Success Criterion	Level	Evaluation
1.1.1: Non-text Content	A	Partially supports
1.2.1: Audio-only and Video-only (Prerecorded)	A	Supports (N/A)
1.2.2: Captions (Prerecorded)	A	Supports (N/A)
1.2.3: Audio Description or Full Text Alternative	A	Supports (N/A)
1.2.4: Captions (Live)	AA	Supports (N/A)
1.2.5: Audio Description	AA	Supports (N/A)
1.3.1: Info and Relationships	A	Partially supports
1.3.2: Meaningful Sequence	A	Supports
1.3.3: Sensory Characteristics	A	Supports
1.3.4: Orientation (2.1)	AA	Supports
1.3.5: Identify Input Purpose (2.1)	AA	Supports
1.4.1: Use of Color	A	Partially supports
1.4.2: Audio Control	A	Supports (N/A)
1.4.3: Contrast (Minimum)	AA	Partially supports
1.4.4: Resize text	AA	Does not support
1.4.5: Images of Text	AA	Supports
1.4.10: Reflow (2.1)	AA	Supports
1.4.11: Non-Text Contrast (2.1)	AA	Supports
1.4.12: Text Spacing (2.1)	AA	Supports (N/A)
1.4.13: Content on Hover or Focus (2.1)	AA	Supports (N/A)
2.1.1: Keyboard	A	Partially supports
2.1.2: No Keyboard Trap	A	Supports
2.1.4: Character Key Shortcuts (2.1)	A	Supports (N/A)
2.2.1: Timing Adjustable	A	Supports (N/A)
2.2.2: Pause, Stop, Hide	A	Supports (N/A)
2.3.1: Three Flashes or Below Threshold	A	Supports
2.4.1: Bypass Blocks	A	Supports
2.4.2: Page Titled	A	Partially supports
2.4.3: Focus Order	A	Partially supports

WCAG 2.2 Success Criterion	Level	Evaluation
2.4.4: Link Purpose (In Context)	A	Partially supports
2.4.5: Multiple Ways	AA	Supports
2.4.6: Headings and Labels	AA	Partially supports
2.4.7: Focus Visible	AA	Does not support
2.4.11: Focus Not Obscured (Minimum) (2.2)	AA	Supports
2.5.1: Pointer Gestures (2.1)	A	Supports
2.5.2: Pointer Cancellation (2.1)	A	Supports
2.5.3: Label in Name (2.1)	A	Partially supports
2.5.4: Motion Actuation (2.1)	A	Supports
2.5.7: Dragging Movements (2.2)	AA	Supports (N/A)
2.5.8: Target Size (Minimum) (2.2)	AA	Supports
3.1.1: Language of Page	A	Supports
3.1.2: Language of Parts	AA	Supports
3.2.1: On Focus	A	Partially supports
3.2.2: On Input	A	Supports
3.2.3: Consistent Navigation	AA	Supports
3.2.4: Consistent Identification	AA	Supports
3.2.6: Consistent Help (2.2)	A	Supports
3.3.1: Error Identification	A	Supports
3.3.2: Labels or Instructions	A	Partially supports
3.3.3: Error Suggestion	AA	Partially supports
3.3.4: Error Prevention (Legal, Financial, Data)	AA	Supports
3.3.7: Redundant Entry (2.2)	A	Supports
3.3.8: Accessible Authentication (Minimum) (2.2)	AA	Supports
4.1.1: Parsing	A	Supports (N/A)
4.1.2: Name, Role, Value	A	Partially supports
4.1.3: Status Messages (2.1)	AA	Supports

WCAG 2.2 A and AA Success Criteria

Visuals

WCAG 2.2 Checkpoint	Conformance Level	Remarks
1.1.1: Non-Text Content (A) Provide text alternatives for non-text content (e.g. images)	Partially supports	Most images and icons have appropriate text equivalents. **Exceptions:** • Decorative icon images like the "globe, Image" should not be spoken to VoiceOver users. • Icon links have no meaningful accessible names. The PDF icon link reads as "Heading Level 1, Link" to VoiceOver without describing the name of the PDF file. RSS icon link has the same problem. • The open in full size image buttons do not have meaningful alt text to convey to VoiceOver users what type of image they are opening. Each button has the same "open full size image" alt text which is not specific. • Image alt text of book cover does not match the visible text shown on the book cover.
1.3.3: Sensory Characteristics (A) Do not rely on sensory characteristics of components such as shape, size, visual location, orientation, or sound	Supports	There are no instructions or areas of content which rely solely on sensory characteristics.
1.4.1: Use of Color (A) Color is not used as the only visual means of conveying info	Partially supports	In most instances, when color is used as a means of conveying information, another visual method is also used to convey the information without color. **Exceptions:** • Links that are inline with static text use color alone to visually indicate they are a link.
1.4.3: Color Contrast (Minimum) (AA) Text has enough contrast with the background (4.5:1 for small text and 3:1 for large text)	Partially supports	Text has sufficient contrast with its corresponding background in most areas. **Exceptions:** • Input label text turns orange when the input has focus and the orange text does not have at least a 4.5:1 contrast ratio. • Light gray text does not have at least a 4.5:1 contrast ratio.
1.4.4: Resize Text (AA) Text can be enlarged up to 200% without loss of functionality.	Does not support	App does not support Dynamic Type text resize adjusting to the user's iOS text size settings.

1.4.5: Images of Text (AA) Text is used rather than images of text, except where the presentation of text is essential, such as logos	Supports	No images of text are used other than for logos or essential presentation.
1.4.10: Reflow (AA) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels.	Supports	Page content fits into a screen width of 320px without horizontal scrolling or loss of functionality/content.
1.4.11: Non-Text Contrast (AA) User interface components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s).	Supports	All non-text UI components and graphical objects have at least a 3:1 contrast ratio against surrounding colors.

1.4.12: Text Spacing (AA) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size.	Supports (N/A)	Native iOS apps do not have the ability to adjust the text spacing of content on pages.
1.4.13: Content on Hover or Focus (AA) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: • Dismissible • Hoverable • Persistent	Supports (N/A)	No applicable instances of content that may appear on hover or focus.
2.3.1: Three Flashes or Below Threshold (A) No more than three flashes in a 1-second period, or the flashes are below the defined thresholds	Supports	No flashing content exists.

Keyboard

WCAG 2.2 Checkpoint	Conformance Level	Remarks
1.3.2: Meaningful Sequence (A) The correct reading sequence can be programmatically determined	Supports	The correct reading sequence is logical and programmatically determinable, with the screen reader order matching with the visual order.
2.1.1: Keyboard (A) All functionality is available from a keyboard, except for tasks such as drawing	Partially supports	Most standard page content and functionality is keyboard operable across pages using Full Keyboard Access. **Exceptions**: • Keyboard cannot focus on the user menu or operate it. • The Outline accordions are not operable with VoiceOver. When VoiceOver tries to expand and collapse an accordion in the outline then the entire outline closes rather than expanding or collapsing the accordion. • After choosing a date it is no longer possible to Close the date picker dialog with VoiceOver, you can't focus on the close buttons or activate them.
2.1.2: No Keyboard Trap (A) The user can use the keyboard to move through page elements and is not trapped on a particular element	Supports	No pages have a keyboard trap.
2.1.4: Character Key Shortcuts (A) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: • Turn off • Remap • Active only on focus	Supports (N/A)	The site does not use any character key shortcuts.

2.4.3: Focus Order (A) Users can tab through the elements of a page in a logical order	Partially supports	Focus order is largely logical across the app and preserves the meaning and operability of content in most instances. **Exceptions:** • VoiceOver cannot move focus to any of the content in the expanded user menu. • The Source modal dialog is not trapping screen reader and keyboard focus inside the modal. VoiceOver can incorrectly move focus to the grayed out content under the modal.
2.4.7: Focus Visible (AA) The page element with the current keyboard focus has a visible focus indicator	Does not support	Keyboard focus is not visible when using Full Keyboard Access and a Bluetooth keyboard. Nav Menu Flyout is not visible when focused.
2.4.11: Focus Not Obscured (Minimum) (AA) When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.	Supports	No UI components are hidden when receiving keyboard focus.
3.2.1: On Focus (A) When a UI component receives focus, this does not trigger unexpected actions.	Partially supports	Focusable elements do not cause unexpected actions/changes of context when receiving focus except for the Source dialog. **Exceptions:** • VoiceOver users cannot swipe through all content of the source dialog because it automatically closes when swiping to the last item in the dialog.

Headings and Structure

WCAG 2.2 Checkpoint	Conformance Level	Remarks

1.3.1: Information and Relationships (A) Info, structure, and relationships can be programmatically determined	Partially supports	Most content is distinguishable via semantic structure and relationships. A logical heading order reflecting page organization and content is programmatically determinable on most pages. List markup is used appropriately in many instances. Most input elements have programmatically determinable labels. HTML sectioning elements/landmark roles demarcate content regions. **Exceptions:** • Some pages have an empty heading found where the page title heading should be located. • The main page title is not coded as a heading level 1. • Large styled text is incorrectly coded as Heading elements when they should just be paragraph text. • Radio button groups don't have a group label spoken to VoiceOver users. • Heading text incorrectly speaks "You asked" to VoiceOver users. • Bold heading and subheading text are not coded as headings at the proper level. • Data tables are missing row headers that are spoken to VoiceOver when navigating between rows.
2.4.1: Bypass Blocks (A) Users can bypass repeated blocks of content.	Supports	Each page features a “Skip to Main Content” skip navigation link. On most pages, a logical heading order and landmarks demarcating various content regions allow AT users to conveniently jump to different areas of content. The hamburger menu allows users to collapse the navigation menu contents to bypass it.
2.4.6: Headings and Labels (AA) Headings and labels are clear and consistent.	Partially supports	Most headings and labels used are clear and consistent. **Exceptions:** • There are repeating … buttons that are all labelled the same as "More options for Question" so the screen reader user does not know which more options button goes with what question. • Repeating generic View topics buttons do not have unique accessible names spoken to VoiceOver users. • The start date and end date buttons both have the same accessible names.
3.1.1: Language of Page (A) The language of the page is specified	Supports	The default page language is appropriately defined as English.
3.1.2: Language of Parts (AA) Specify the language of text passages that are in a different language than the default language of the page.	Supports	There are no sections of text that do not match the default language of the page.

4.1.1: Parsing (A) Use valid, error-free HTML	Supports (N/A)	For WCAG 2.0 and 2.1, 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.

Labeling

WCAG 2.2 Checkpoint	Conformance Level	Remarks
1.3.5: Identify Input Purpose (AA) The purpose of each input field collecting information about the user can be programmatically determined when: • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data.	Supports	The sign in page correctly supports autofill for the login and password.
2.4.2: Page Titled (A) The page has a title describing its topic or purpose	Partially supports	A descriptive page title that identifies content/purpose is present for most pages. **Exceptions:** • Some pages are missing a page title.
2.4.4: Link Purpose (In Context) (A) The purpose of each link can be determined from the link text or surrounding context.	Partially supports	The purpose of most links can be determined from the link text or surrounding context. **Exceptions:** • Repeating generic links like View in Article, Cross Ref, etc. are not unique when spoken to VoiceOver users. • The top of article link is incorrectly coded as 2 separate links "Top of" and "Article". • "View all" link does not have a specific accessible name spoken to VoiceOver users. • There are repeating PDF links that do not have specific accessible names spoken to VoiceOver users.

2.5.3: Label in Name (A) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Partially supports	Most user interface components that have visible text contain that text consistently within the accessible name. **Exceptions:** • VoiceOver speaks "Show password" for the Hide password button. • The Outline accordion is incorrectly spoken as "Go to:, Button" and the visible text "Outline" is not spoken to VoiceOver. • References links have a number before the link text but the number is not spoken to VoiceOver users. They hear "The spleen opens in a new window" and don't hear "7. ". • The accessible name of the multi-line text field does not match its visible label text above the input. • Text fields are incorrectly labeled as "label" to voiceover users.
3.2.4: Consistent Identification (AA) UI components used across the web site are identified consistently on every page.	Supports	UI components are identified consistently where they perform the same function across pages.
3.3.1: Error Identification (A) Input errors are clearly marked and described to the user.	Supports	Errors are identified and presented well visually. Error messages that offer specific feedback are presented adjacently and visually distinguished via different text color (red) and error icon. Error messages are announced to VoiceOver.
3.3.2: Labels or Instructions (A) Items requiring user input are clearly labeled or have clear instructions.	Partially supports	Labels or instructions are provided for most form elements, most of which are programmatically associated with their inputs. **Exceptions:** • Login form field label text is no longer visible once a value has been entered into the input. • The label text "Ask a question" is not visible once a value is entered.
3.3.3: Error Suggestion (AA) When the user makes an input error, give suggestions for valid input.	Partially supports	The email address or username input field provides a helpful suggestion to fix the error. **Exceptions:** • Password input error message is not specific or helpful.

4.1.2: Name, Role, Value (A) For all UI components, the name, value, and role can be programmatically determined.	Partially supports	Some UI components communicate their state programmatically, and many have accessible names that are appropriately defined. Several accessibility roles and states are not present where appropriate. **Exceptions:** • There is no meaningful accessible name, role, or expanded/collapsed state spoken to VoiceOver for the user menu. • Population focus button is incorrectly coded as a Toggle Button. • Ask question button has no disabled state. • Checkboxes have no accessible names. • The show and hide filter buttons incorrectly include the role "Button" in their accessible name and the Hide filter button incorrectly reads as "Show Filter" to VoiceOver. • Date picker calendar view has no selected state spoken to VoiceOver for the selected date. • Dialogs are incorrectly named as "Dialog overlaying the application content, web dialog Query and topics" • Nav Menu Flyout has no expanded / collapsed state. • Custom combo box options have no role spoken to VoiceOver users.
4.1.3: Status Messages (AA) In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.	Supports	Status messages, while uncommonly encountered, are announced by assistive technology.

Multimedia

WCAG 2.2 Checkpoint	Conformance Level	Remarks
1.2.1: Audio-only or Video-only (Prerecorded) (A) Provide alternatives for pre-recorded audio-only or video-only content.	Supports (N/A)	There is no audio or video content.

1.2.2: Captions (Prerecorded) (A) Provide captions for pre-recorded audio	Supports (N/A)	There are no videos.
1.2.3: Audio Description or Media Alternative (Prerecorded) (A) Provide alternatives for pre-recorded synchronized audio/video	Supports (N/A)	There are no videos.
1.2.4: Captions (Live) (AA) Provide captions for live audio in synchronized audio/video.	Supports (N/A)	There are no videos.
1.2.5: Audio Description (Prerecorded) (AA) Provide an audio description of pre-recorded video.	Supports (N/A)	There are no videos.
1.4.2: Audio Control (A) Audio can be paused and stopped, or the audio volume can be changed.	Supports (N/A)	There is no audio.
2.2.2: Pause, Stop, Hide (A) Users can stop, pause, or hide moving, blinking, scrolling, or auto-updating information.	Supports (N/A)	There is no moving, scrolling, or auto-updating information for which the criterion is applicable.

Usability

WCAG 2.2 Checkpoint	Conformance Level	Remarks

2.2.1: Timing Adjustable (A) Users are warned of time limits shorter than 20 hours and time limits can be turned off or extended	Supports (N/A)	There are no time limits or session timeouts in the app.
2.4.5: Multiple Ways (AA) More than one way is available to navigate to other web pages.	Supports	All pages (except steps/results of a process) may typically be located and accessed in multiple ways. For example, main navigation is consistently available across pages. Search functionality allows users to find specific pages.
3.2.2: On Input (A) Changing the setting of a checkbox, radio button, or other UI component does not trigger unexpected changes in context.	Supports	User input, such as changing the values of form elements, does not initiate unexpected actions or changes in context.
3.2.3: Consistent Navigation (AA) Navigation menus are in the same location and order on every web page.	Supports	Navigation menus are consistent across pages. For example, global navigation links in the header are consistent across pages, occurring in the same order; secondary navigation is consistently positioned across appropriate sets of pages.
3.2.6: Consistent Help (A) Help mechanisms such as contact details or self-help options are in the same relative order across multiple web pages, unless the user changes them.	Supports	Help mechanisms are in the same relative order across multiple pages.
3.3.7: Redundant Entry (A) Previously entered information is either auto-populated or selectable for the user in the same process, except when re-entry is essential, needed for security, or the information is outdated.	Supports (N/A)	The user is not required to re-enter previously entered information.

3.3.8: Accessible Authentication (Minimum) (AA) A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process unless that step provides at least one of the following: • Alternative • Mechanism • Object Recognition • Personal Content	Supports	A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process. Login and password inputs support password save and autofill.
3.3.4: Error Prevention (Legal, Financial, Data) (AA) For web pages with legal or financial commitments, input can be reviewed and corrected before final submission, and submissions can be reverted.	Supports	There are no submissions which require legal or financial commitments.

Mobile User Experience

WCAG 2.2 Checkpoint	Conformance Level	Remarks
1.3.4: Orientation (AA) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.	Supports	App supports landscape and portrait orientations. Pages do not restrict view and operation of content to a single orientation.

2.5.1: Pointer Gestures (A) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.	Supports	Pages do not utilize or require multipoint or path-based gestures for any functionality.
2.5.2: Pointer Cancellation (A) For functionality that can be operated using a single pointer, at least one of the following is true: • No Down-Event • Abort or Undo • Up Reversal • Essential	Supports	All interactive content functions through the Up-Event, allowing users to potentially move their pointer off the component to cancel.
2.5.4: Motion Actuation (A) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: • Supported Interface • Essential	Supports	There is no content that utilizes device or user motion.

2.5.7: Dragging Movements (AA) All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging, unless dragging is essential or the functionality is determined by the user agent and not modified by the author.	Supports (N/A)	No functionality uses dragging movements in the app.
2.5.8: Target Size (Minimum) (AA) The size of the target for pointer inputs is at least 24 by 24 CSS pixels, with certain exceptions involving: • Spacing • Equivalent • Inline • User agent control • Essential	Supports	All pointer targets are at least 24 by 24 in size or spacing.