

VPAT Accessibility Conformance Report

(Based on ITI VPAT®)

Name of Product	ScienceDirect Institutional Ordering Platform
Date Last Updated	July 24, 2026
Completed by	Nicola Richardson (Elsevier Digital Accessibility Team)
Applicable Standards/Guidelines	This document rates ScienceDirect Institutional Ordering Platform according to the W3C WCAG 2.1 A and AA requirements.
Contact for More Information	Elsevier Digital Accessibility Team accessibility@elsevier.com
Testing Tools and Methods	• Hands-on keyboard operation • DevTools/Code inspection • Mozilla Firefox 128.13.0 on MacOS Sequoia 15.7.3 • Chrome 144 on Windows 11 • Safari 26.2 on MacOS Sequoia 15.7.3 • NVDA screen reader 2025.3.1 • VoiceOver screen reader on MacOS Sequoia 15.7.3 • axe DevTools extension 4.10.3 • ARC Toolkit extension 5.7.10 • IBM Equal Access Accessibility Checker 4.0.8 • HeadingsMap extension 4.10.6 • Color Contrast Analyzer
Document Sections	This review document includes all WCAG 2.1 A and AA checkpoints, organized into 7 logical sections: • Visuals • Keyboard • Headings and Structure • Labeling • Multimedia • Usability • Mobile User Experience
Pages Covered	• Sign In, Registration form, Home, Search results, Product detail page, Cart, Checkout
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. • The sign in mechanism uses an Elsevier-wide tool called ID+. This tool has been reviewed independently and is not covered in this ACR.

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- The payment module used to take card payments uses an Elsevier-wide tool called eCapture. This tool has been reviewed independently and is not covered in this ACR.
 - Documentation for ID+ and eCapture can be downloaded from [Elsevier's Accessibility Conformance Report directory](#).
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Conformance Summary

WCAG 2.1 Success Criterion	Level	Evaluation
1.1.1: Non-text Content	A	Partially supports
1.2.1: Audio-only and Video-only (Prerecorded)	A	Supports (N/A)
1.2.2: Captions (Prerecorded)	A	Supports (N/A)
1.2.3: Audio Description or Full Text Alternative	A	Supports (N/A)
1.2.4: Captions (Live)	AA	Supports (N/A)
1.2.5: Audio Description	AA	Supports (N/A)
1.3.1: Info and Relationships	A	Partially supports
1.3.2: Meaningful Sequence	A	Supports
1.3.3: Sensory Characteristics	A	Supports
1.3.4: Orientation (2.1)	AA	Supports
1.3.5: Identify Input Purpose (2.1)	AA	Partially supports
1.4.1: Use of Color	A	Supports
1.4.2: Audio Control	A	Supports (N/A)
1.4.3: Contrast (Minimum)	AA	Partially supports
1.4.4: Resize text	AA	Supports
1.4.5: Images of Text	AA	Supports
1.4.10: Reflow (2.1)	AA	Partially supports
1.4.11: Non-Text Contrast (2.1)	AA	Partially supports
1.4.12: Text Spacing (2.1)	AA	Partially supports
1.4.13: Content on Hover or Focus (2.1)	AA	Partially supports
2.1.1: Keyboard	A	Supports
2.1.2: No Keyboard Trap	A	Partially supports
2.1.4: Character Key Shortcuts (2.1)	A	Supports (N/A)
2.2.1: Timing Adjustable	A	Partially supports
2.2.2: Pause, Stop, Hide	A	Supports (N/A)
2.3.1: Three Flashes or Below Threshold	A	Supports (N/A)
2.4.1: Bypass Blocks	A	Supports
2.4.2: Page Titled	A	Supports
2.4.3: Focus Order	A	Partially supports
2.4.4: Link Purpose (In Context)	A	Supports
2.4.5: Multiple Ways	AA	Supports
2.4.6: Headings and Labels	AA	Partially supports
2.4.7: Focus Visible	AA	Partially supports
2.5.1: Pointer Gestures (2.1)	A	Supports (N/A)
2.5.2: Pointer Cancellation (2.1)	A	Supports
2.5.3: Label in Name (2.1)	A	Supports
2.5.4: Motion Actuation (2.1)	A	Supports (N/A)
3.1.1: Language of Page	A	Supports
3.1.2: Language of Parts	AA	Supports (N/A)

WCAG 2.1 Success Criterion	Level	Evaluation
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
3.3.1: Error Identification	A	Supports
3.3.2: Labels or Instructions	A	Partially supports
3.3.3: Error Suggestion	AA	Supports
3.3.4: Error Prevention (Legal, Financial, Data)	AA	Supports
4.1.1: Parsing	A	Supports
4.1.2: Name, Role, Value	A	Partially supports
4.1.3: Status Messages (2.1)	AA	Partially supports

WCAG 2.1 A and AA Success Criteria

Visuals

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.1.1: Non-Text Content (A) Provide text alternatives for non-text content (e.g. images)	Partially supports	Many images and icons have appropriate text equivalents which describe their purpose succinctly. Exceptions: • Sign in/Register page: A decorative image has unnecessary alternative text provided. • Search Results: Icons used to represent pagination controls do not always have appropriate text alternatives when in an inactive state. • Product detail page: Item cover images may use the filename as their text alternatives or use the publication title, creating unnecessary verbosity. • Checkout: Cover images in the Order Summary repeat the product title creating redundancy.
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	Supports	When color is used as a means of conveying information, another visual method is also used to convey the information without color.
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: • Header - Search field: The small screen version of the search field include instructional placeholder text which does not meet the required contrast ratio (1.8:1). • Cart: When a Promo Code is applied, the text changes to a light grey and does not meet the minimum contrast ratio for text (1.96:1). • Checkout: Placeholder text in the Additional contacts dialog does not have sufficient contrast in Firefox (2.4:1) due to default browser styling.

1.4.4: Resize Text (AA) Text can be enlarged up to 200% without loss of functionality.	Supports	Text may be enlarged to 200% while preserving functionality of content.
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..	Partially supports	Most pages utilize a responsive view where content reflows into a single column. In most instances pages may be zoomed to 400% without necessitating scrolling both vertically and horizontally to access content. There are some instances of specific controls or content being removed or clipped when viewing at high levels of browser zoom. Exceptions: - Header: At 400% browser zoom header interactive controls overlap the product name in Firefox making it hard to discern them. - Header - Register Form page: When the browser is zoomed to 400% some header content overlaps in Firefox, and other page text minimally overlaps (all browsers). - Homepage: When viewed at 400% browser zoom, the previous and next controls in the 'New this week on ScienceDirect' section obscure parts of item titles. - Cart: At 400% browser zoom, product titles are partially obscured behind cover images. - Checkout: At 400% browser zoom some aspects of the interface become clipped or unusable. - Checkout: At 400% browser zoom, hiding the summary information or expanding the promo code section removes the order summary from the UI with no clear way to recover it.
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).	Partially supports	Almost all non-text UI components and graphical objects have at least a 3:1 contrast ratio against surrounding colors. Exceptions: Cart: The border color of the Promo Code field does not meet the required contrast ratio to be able to identify the boundaries of the field (1.8:1).
1.4.12: Text Spacing (AA)	Partially supports	Users may adjust the text spacing of content on pages to the minimum baseline properties without causing loss of content or functionality in most areas.

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.		Exceptions: Main site navigation: When text spacing properties are applied, some text in expanded submenus can overlap main page content reducing readability.
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	Partially supports	There are very few instances of content which appears on hover or focus. Where this functionality is available, content is hoverable and persistent but is not dismissable without moving the cursor. Remarks: Main site navigation: Submenus which appear on hover cannot be dismissed without moving the cursor off the trigger or out of the boundaries of the visible content.
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 (N/A)	No flashing content exists.

Keyboard

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.3.2: Meaningful Sequence (A)	Supports	The correct reading sequence is typically logical and programmatically determinable, with the DOM order according with the visual order in

The correct reading sequence can be programmatically determined		most places. Where the DOM order does not accord with the visual order, this does not affect the meaning of the page content.
2.1.1: Keyboard (A) All functionality is available from a keyboard, except for tasks such as drawing	Supports	Standard web page content and functionality is keyboard operable across pages.
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	Partially supports	Most pages do not have keyboard traps. Exceptions: Homepage: A keyboard trap exists when navigating top to bottom through hero banner style content. Due to a button being nested inside a link, it is not possible to navigate past this content via the tab key alone. Note: for this exception it is possible to reach all page content via backwards (page bottom to top) keyboard navigation. The keyboard trap only exists with forwards navigation.
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	Tab order is largely logical across the site and preserves the meaning and operability of content in most instances. Exceptions: - Header - Cart item: The non-modal cart dialog traps focus inside it unexpectedly. - Header: When the main menu is collapsed into a 'hamburger' menu at smaller viewports, all items in the menu remain in the page focus order even when visually hidden. - Header: At smaller viewports when content in the header is expanded, such as the main menu or search item, the site background is dimmed suggesting no interaction is possible, however, focus can move to the background and progress

		through the dimmed content which is not easily distinguishable. - Homepage: Disabled controls to move the 'New this week on ScienceDirect' carousel are keyboard focusable but cannot be operated. - Checkout: Before reaching the checkout information, there is an invisible element in the page focus order which, when activated, navigates away from the page and to the product listing view. - Checkout: A visually hidden interactive element is included in the page focus order after the 'Pay by invoice section'.
2.4.7: Focus Visible (AA) The page element with the current keyboard focus has a visible focus indicator	Partially supports	Almost all elements across the site have a high contrast visible indication of focus. Exceptions: Header: The Subject area item in the responsive/small screen menu does not have a clear visible focus indicator.
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 in most places. Exceptions: Homepage: The previous/next controls in the 'New this week on ScienceDirect' section automatically rotate the carousel when focused leading to unexpected changes in the content and meaning that it is not possible to navigate past the carousel via standard keyboard controls without first navigating through all carousel content.

Headings and Structure

WCAG 2.1 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. Main page headings are typically identifiable, and list markup is used appropriately in many instances. Most input elements have programmatically determinable labels. HTML sectioning elements/landmark roles demarcate some content regions. Exceptions: - Header: A collection of interactive controls in the page header are not exposed programmatically as belonging to a group. - Header - Cart item: When a user's cart has items in it, a dot with a number in it is shown next to the cart icon. This information is not contextualized programmatically for those unable to perceive the relationship between the dot and the cart.

		- Header - Cart item: A footer / contentinfo section is inappropriately used in the 'Remove Item' dialog and communicated to screen readers. - Search Results, Product detail page: Improper list semantics are used to identify breadcrumb navigation sections, indicating that the order of the items is not significant. - Registration Form: Where radio buttons are grouped under a common label or question, this grouping context is not programmatically available. - Homepage: The visual relationship between content in 'trending' listing items is not programmatically available, meaning there may be ambiguity in the content for users unable to perceive the visual layout of information. - Search Results: Grouping semantics are not present for Safari users in the search results, meaning programmatically there is no clear indication of the boundaries of each result. This may result in ambiguity with the 'add to cart' and 'add to wish list' controls, which lack contextual information. - Homepage, Checkout: Text which is styled with heading prominence is not programmatically identified as a heading. - Product detail page: The Table of Contents information is visually structured in a list but does not use list semantics. - Cart: List semantics are inaccurately applied to cart items and do not appropriately expose how many items are in the cart. - Checkout - Additional Contacts and Tax Exemption dialogs: The Additional Contacts dialog traps focus and presents with a dimmed background, indicating that it is modal, but this information is not communicated programmatically. - Checkout - dialogs: Some dialogs may use inappropriate programmatic heading levels which do not match the visual hierarchy of information.
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.
2.4.6: Headings and Labels (AA) Headings and labels are clear and consistent.	Partially supports	Headings and labels used are typically clear and descriptive. For example, most pages feature visually distinct main and secondary headings to help distinguish content. Exceptions:

		- Cart: The programmatic label used for the item quantity field does uses a potentially ambiguous abbreviation, 'Qty'. - Checkout: The label for the field to add a new contact in the Additional Contacts dialog does not have an appropriately descriptive label due to relying on its placeholder text.
3.1.1: Language of Page (A) The language of the page is specified	Supports	The default page language is typically and appropriately defined as lang="en".
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 (N/A)	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	HTML and CSS typically pass concerning these 4 specific criteria: (i) elements have complete start and end tags, (ii) elements are nested according to their specifications (iii) elements do not contain duplicate attributes (iv) any IDs are unique, except where the specifications allow these features. Note: There may be other general HTML validation errors outside the scope of this criterion. WCAG 2.1 Errata notes: "This Success Criterion should be considered as always satisfied for any content using HTML or XML."

Labeling

WCAG 2.1 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	Partially supports	The only pages featuring applicable form elements that collect such information about the user are Sign In, Register and Checkout. Autocomplete attributes are generally used in these areas, with some omissions. Remarks: - Checkout: Field collecting information about the user's State/Province does not have autocomplete attributes set. - Sign In/Register page: The Email Address field does not provide the autocomplete attribute.

identifying the expected meaning for form input data.		
2.4.2: Page Titled (A) The page has a title describing its topic or purpose	Supports	A descriptive page title that identifies content/purpose is present for all pages.
2.4.4: Link Purpose (In Context) (A) The purpose of each link can be determined from the link text or surrounding context.	Supports	An identifiable purpose may be deduced for all links from the link text or surrounding context.
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.	Supports	User interface components that have visible text contain that text consistently within the accessible name.
3.2.4: Consistent Identification (AA) UI components used across the web site are identified consistently on every page.	Supports	Components are typically consistent across the site, and identified consistently where they perform the same function across pages.
3.3.1: Error Identification (A) Input errors are clearly marked and described to the user.	Supports	Errors are identified and presented well visually. Errors are typically validated after form submission. Error messages that offer specific feedback are presented adjacently and visually distinguished via different text color (red).
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: - Header - Search field: Field instructions are only available as a placeholder and detail the possible search data formats. One typing begins, these instructions are no longer available. - Checkout: An asterisk is used to denote a required field, but no instructions are provided to that effect.
3.3.3: Error Suggestion (AA) When the user makes an input error, give suggestions for valid input.	Supports	Relevant helpful suggestions are provided in text when fields are in an invalid state.

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 ARIA attributes and roles are inappropriately used. Exceptions: • Header - Cart item: All interactive controls in the 'Remove Item' dialog have an accessible name of 'close', including the cancel / OK buttons. • Main site navigation: The 'menubar' ARIA role is incorrectly used on the main site navigation. • Main site navigation: The role applied to top level navigational items (link) does not reflect their initial action which is to open sub menus. • Homepage: The 'New this week' carousel inappropriately implements an ARIA 'tabs' pattern, rendering the experience for screen reader users potentially confusing. • Search Results: Options to toggle the view of search results do not programmatically identify themselves as being toggle buttons or identify which view is currently active. • Checkout: The control to edit address details is identified inappropriately as a link but reveals additional UI elements on activation. • Checkout - Tax Exemption dialog: The select/dropdown component lacks a programmatic label. • Checkout: The field to add a tax status does not have a programmatic label. • Checkout: The tooltip for the Legal Address section incorrectly exposes that it has a 'menu' popup.
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.	Partially supports	Status messages are generally communicated to AT users without requiring a change of focus. The Sign In and Registration forms manually focus onto fields in error to communicate invalid data entry. Banner alerts or inline success messages are automatically communicated to AT. Exceptions: • Header - Search field: The result of performing a search is not automatically communicated to AT users.

Multimedia

WCAG 2.1 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 pre-recorded audio-only or video-only content.
1.2.2: Captions (Prerecorded) (A) Provide captions for pre-recorded audio	Supports (N/A)	No relevant content requiring captions is present.
1.2.3: Audio Description or Media Alternative (Prerecorded) (A) Provide alternatives for pre-recorded synchronized audio/video	Supports (N/A)	There is only one piece of synchronized audio/video content, and the visual element is decorative, with the script providing the required context and information. For this reason, audio description has been deemed unnecessary.
1.2.4: Captions (Live) (AA) Provide captions for live audio in synchronized audio/video.	Supports (N/A)	There is no synchronized audio/video content nor live audio.
1.2.5: Audio Description (Prerecorded) (AA) Provide an audio description of pre-recorded video.	Supports (N/A)	There is only one piece of synchronized audio/video content, and the visual element is decorative, with the script providing the required context and information. For this reason, audio description has been deemed unnecessary.
1.4.2: Audio Control (A) Audio can be paused and stopped, or the audio volume can be changed.	Supports (N/A)	No pages feature audio that plays automatically.
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 2.1 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	Partially supports	Pages after sign-in are subject to session time limits for user inactivity which are less than 20 hours. After a period of inactivity, attempts to perform an action will typically reload the page into a logged-out state except in the Checkout flow where it will attempt to reauthorize the user. Where items have been added to the cart before inactivity, these are preserved when logged out.
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, and secondary navigation is often present in the form of breadcrumb trails representing page hierarchy. Global search functionality that comprehensively indexes content across the site allows users to find specific content and groupings. Inline links to view your cart are presented when items have been added.
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.
3.3.4: 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	Details at the checkout stage which require financial commitments can be reviewed and corrected before final submission.

Mobile User Experience

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.3.4: Orientation (AA) Content does not restrict its view and operation to a single	Supports	Pages do not restrict view and operation of content to a single orientation.

display orientation, such as portrait or landscape, unless a specific display orientation is essential.		
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 (N/A)	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 (N/A)	There is no content that utilizes device or user motion.